



**State of New Hampshire
Department of Administrative Services
Division of Personnel
2012 Annual Report
Fiscal Year Ended June 30, 2012**

Pursuant to RSA 21-I:42

Linda M. Hodgdon, Commissioner
Karen D. Hutchins, Director of Personnel
Sara J. Willingham, Deputy Director

John H. Lynch, Governor
Raymond S. Burton, Executive Councilor
Daniel St. Hillaire, Executive Councilor
Christopher T. Sununu, Executive Councilor
Raymond J. Wieczorek, Executive Councilor
David K. Wheeler, Executive Councilor

State House Annex
25 Capitol Street
Concord, New Hampshire 03301
www.nh.gov/hr/

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GENERAL SUMMARY FY 2012

Authority

RSA Chapter 21-I:42-44, RSA Chapters 21-I:52
Federal Merit System Standards

Mission

To provide consistent leadership, guidance, and support in all aspects of human resource management and labor relations within State government by promoting equity and workforce excellence, assisting agencies in transacting their business efficiently, and protecting the rights of individuals.

Location

State House Annex
25 Capitol Street
Concord, NH 03301
(Wheelchair accessible entrance - School Street)

Staff Composition

21	Full-time classified employees
4	Part-time employees
3	Unclassified employees

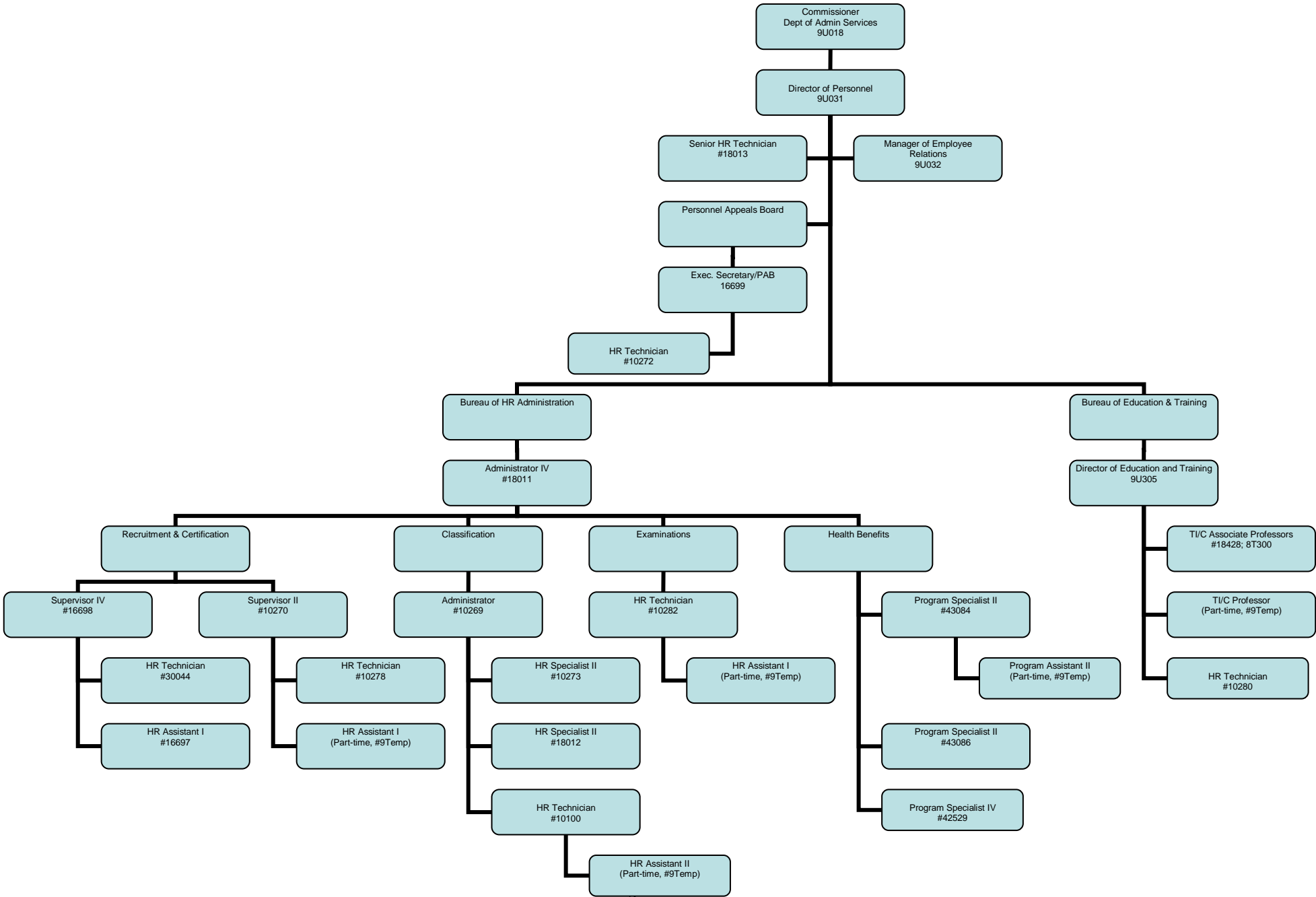
Fiscal Year Appropriation

\$1,997,442

Personnel Appeals Board

RSA 21-I:45 authorizes the Governor and Executive Council to appoint three members and two alternates to serve three (3) year terms on the New Hampshire Personnel Appeals Board. As in the past several years, one of those five seats remained vacant throughout Fiscal Year 2012. The four Commissioners serving on the Board during Fiscal Year 2012 were Patrick Wood, Chairman; Philip Bonafide; Joseph Casey; and Robert Johnson.

Department of Administrative Services
Division of Personnel – Organizational Structure



DIVISION OF PERSONNEL

Overview

The Division of Personnel was created in 1989 to maintain a centralized State system of personnel administration based on merit principles. The Division is tasked with establishing and enforcing appropriate methods of recruitment, appointment, compensation, promotion, transfer, layoff, removal and discipline of classified state employees. It assists in procuring and administering employee benefit programs, including health benefits, group life insurance and flexible spending. The Division also provides employee testing services and is responsible for oversight of the State classification system, and many other areas as mandated by RSA 21:1:42-44. The Division's Bureau of Education and Training provides comprehensive management training through the auspices of the Certified Public Manager and Supervisors program. The Manager of Employee Relations conducts negotiations on behalf of the Governor and represents the State in grievance actions related to the Collective Bargaining Agreement and is involved in administering employee benefit plans and programs. In addition, the Division serves a valuable function in overseeing a fair, equitable and comprehensive system of personnel and labor relations for the State and its employees.

Employee Suggestion and Extraordinary Service Award Program

Senate Bill 52 (Laws 2005, Chapter 258) became effective on September 14, 2005. This law reorganized the “Employee Incentive and Reward Program” of RSA 99-E and established a fund of \$10,000 in the Governor’s Office for implementation of the program. Drafted by members of the State Committee, the new law revitalized and streamlined the program for providing monetary and non-monetary recognition to classified executive branch employees who have performed extraordinary services or provided original suggestions of substantial value to the State. The new RSA 99-E integrates each Department into the process of reviewing employee suggestions and services. Chapter 99-E requires that each Department establish an award evaluation committee consisting of three (3) employees appointed by the agency. The agency committee completes the initial review of suggestions and services submitted for award. They are forwarded to the Director of Personnel who shares them with the State Committee, which then conducts its own review and makes award recommendations to the Governor and Executive Council. During state Fiscal Year 2012 three employees received monetary awards totaling \$1,050.

BUREAU OF HUMAN RESOURCES ADMINISTRATION

(1) Recruitment and Certification Section

Responsible for development and implementation of statewide recruitment, certification and personnel records management policies and procedures, including monitoring recruitment and referral activities of state agencies and providing career counseling services to employees and applicants.

(2) Examination and Selection Section

Responsible for development and administration of a comprehensive examination program designed to promote equitable competitive standards for applicants to classified positions in state government.

(3) Classification and Organizational Analysis Section

Responsible for implementation and monitoring of the statewide classification system for all classified employees, including allocating all positions to generic classifications and determining appropriate entry-level minimum qualifications. Review requests to establish new state positions and requests to reclassify existing positions, whether vacant or filled. Reviews and recommends changes to agency organizational structures.

RECRUITMENT AND CERTIFICATION SECTION

The Recruitment and Certification Section is responsible for performing the following functions:

- Coordinating statewide recruitment efforts, including approving and posting all newspaper advertisements and Opportunities Announcements for classified positions.
- Evaluating employment applications for certification (eligibility) purposes and maintaining/updating registers of eligible job candidates.
- Auditing all personnel actions affecting classified employees to ensure compliance with Collective Bargaining Agreements and the Administrative Rules of the Division of Personnel.
- Establishing, maintaining and managing centralized personnel records for all Executive Branch classified employees.
- Compiling EEO data on characteristics of job applicants for state and federal reporting purposes.

STATEWIDE HIRING FREEZE

Executive Order 2008-1

On June 24, 2009, Chapter 144:215 of HB2-FN-A-LOCAL went into effect which reads:

144:215 Continuation of Executive Orders. Executive Order 2008-1, direction a freeze of executive branch hiring, equipment purchases, and out-of-state travel and Executive Order 2008-8, directing a freeze or executive branch purchases, shall remain in effect until June 30, 2011, unless earlier terminated by order of the governor.

On February 22, 2008, Governor John H. Lynch issued Executive Order 2008-1, instituting a hiring freeze to effect a reduction in state general fund expenditures. This Executive Order mandated that all full-time classified and unclassified positions funded in whole or in part by the General Fund which were vacant on the effective date of the Executive Order must remain vacant until June 30, 2009. Appropriations for the vacant positions were lapsed to the Salary Adjustment Fund or the Employee Benefit Adjustment Account, as applicable. Exceptions to the hiring freeze included direct care positions, custodial care positions and law enforcement positions.

In addition, Executive Order 2008-1 mandated that no general fund monies appropriated for Class 30 equipment could be expended or encumbered for the balance of Fiscal Year 2008, with the exception of those monies encumbered by contract or purchase orders on or before the date of the Executive Order. The Executive Order also mandated that no monies appropriated for out-of-state travel for the balance of Fiscal Year 2008 could be expended or encumbered on or after the date of the Executive Order.

Executive Order 2008-1 also directed that the statewide freeze on hiring, equipment and out-of-state travel would remain in effect until June 30, 2009, or until terminated earlier. The Executive Order provided that exceptions to the hiring freeze could be requested by any agency in writing to the Governor, and that exceptions granted by the Governor shall be transmitted to the Fiscal Committee.

RECRUITMENT AND CERTIFICATION ACTIVITIES

During Fiscal Year 2012, the Recruitment and Certification Section posted 870 vacant positions for recruitment. During the Fiscal Year, 1,343 applications were evaluated for certification purposes by staff in this section. Of this number, 1,009 applicants (75%) were determined to have met the minimum qualifications. The following table lists the work activities performed in the Recruitment and Certification Section during Fiscal Year 2012:

RECRUITMENT AND CERTIFICATION ACTIVITIES FISCAL YEAR 2012

ACTIVITY	NUMBER
Applications Distributed	770
Applications Received Statewide	1,700
Applications Accepted as Certified	1,009
Applications Rejected as Not Certified	334
Registers Requested	31
Employees Hired from Registers	10
Vacant Positions Posted	870
EEO Surveys Received	584

During Fiscal Year 2012, staff in the Recruitment and Certification Section audited a total of 17,107 actions affecting classified employees. Of this total, 1,661 (10%) were personnel actions hiring new employees. The number of employees separating from state service in FY 2012 was 1,082 (10%). A summary of the type and number of personnel actions audited by the Recruitment and Certification Section can be found below.

PERSONNEL ACTIONS FISCAL YEAR 2012

PERSONNEL ACTION	NUMBER
New Hires	1,663
Hires Above Minimum Step (both full-time & part-time)	170
Separations	1,082
Promotions	703
Demotions	146
Other	13,343
Total Personnel Action Forms Processed	17,107

Note: Other forms processed included salary increments and various data changes, such as seniority adjustments and temporary assignments.

EMPLOYEE REDUCTION IN FORCE (RIF) LIST

Effective July 1, 2010, the Legislature passed Chapter I:98, relative to the rehiring of laid-off state employees. This legislation extended the definition of “laid-off employee” to include any state employee laid off between July 1, 2010 and June 30, 2011, as a result of reorganization or downsizing in state government. This legislation mandates that any position that becomes available in a state department be filled, if possible, by a laid-off state employee if such person is not already employed by the State of New Hampshire and if he or she meets the minimum qualifications for the position. It also requires the appointing authority of each department or agency to submit names and classifications of individuals laid off to the Director of Personnel within 10 days of the lay off.

The following is a summary of the actions that took place in connection with the RIF List during Fiscal Year 2012:

ACTION	NUMBER
Names Submitted to Personnel	105
Names Removed from RIF List	186
Individual Names removed for “other” reasons	80
Individuals Placed to State Agencies	106
Names Remaining on RIF List	56
Vacant Positions Released for Recruitment	700
Total Number of Vacant Positions Submitted by Agencies	806

Note: The total number of names on the RIF List may include employees who have been re-employed on a continuing part-time basis at the agency from which they were originally laid off. Other names remaining on the RIF List may include individuals who have retired, are on Workers’ Compensation, or have set their own limitations to re-employment as a full-time employee due to location, salary requirements or other personal reasons.

TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT
Number of Class 10 Positions Authorized

<u>Department</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Adjutant General Department	122	120	120	130	127	134	134	133	133	143
Administrative Services Dept.	319	245	250	260	289	302	304	302	302	261
Public Works Design & Construction	0	0	0	26	27	29	29	26	26	24
Agriculture Department	33	33	33	33	33	33	33	35	35	28
Banking Department	41	41	41	42	45	48	48	52	52	53
Community College System of NH	745	707	707	753	753	785	785	823	823	0
Com. Dev. Finance Authority	0	7	0	0	0	0	0	0	0	0
Corrections Department	1,132	1,096	1,087	1,081	1,065	1,063	1,060	922	931	883
Cultural Resources Department	74	69	70	70	69	69	69	67	65	59
Development Disabilities Council						4	4	3	3	3
Education Department	326	316	305	316	297	302	302	300	302	296
Employment Security	408	367	367	372	338	329	328	338	338	338
Environmental Services Dept.	546	528	549	540	514	531	534	541	530	471
Executive Department	44	33	26	22	22	22	22	20	18	15
Fish and Game Department	174	165	164	200	194	194	194	191	190	188
Health & Human Services Dept.										
Alcohol and Drug Abuse Prev.	47	44	44	44	41	40	1	35	35	0
Behavioral Health	56	61	61	59	54	53	50	44	44	29
Children, Youth & Family Services	350	367	355	363	364	362	374	379	382	354
Commissioner's Office	469	340	430	630	587	636	573	527	513	531
Community and Public Health	218	224	132	264	248	253	376	338	333	274
Developmental Services	54	53	53	53	54	45	42	42	60	56
Elderly & Adult Services	128	131	131	127	127	134	143	133	132	118
Family Services	327	322	322	345	346	361	353	356	367	361
Glencliff Home	168	164	164	188	187	187	189	180	181	171
Information Services	146	155	155	0	0	0	0	0	0	0
Juvenile Justice Services	369	360	360	379	381	337	334	335	335	273
NH Hospital	867	846	833	830	816	824	801	776	778	627
Tobey School						1	0	0	0	0
Youth Development Center	185	0	0	0	0	0	0	0	0	0
Highway Safety Agency	6	6	6	6	6	6	6	6	6	5
Human Rights Commission	10	9	9	9	9	9	9	9	9	6
Insurance Department	72	72	70	70	70	70	67	67	67	66
Judicial Council	2	2	2	2	2	2	2	2	2	2
Justice Department	65	61	61	62	61	64	64	63	63	55
Labor Department	84	83	77	80	80	87	87	91	91	91
Liquor Commission	313	315	304	304	304	317	317	329	329	296
Lottery Commission	60	60	52	52	49	49	49	46	46	45
McAuliffe-Shepard Discovery Center	13	12	12	13	13	13	13	13	13	13
Office of Information Technology	0	335	397	411	408	418	418	400	398	360
Pease Development Authority	5	5	5	5	5	6	6	6	6	6

TEN YEAR HISTORY OF AUTHORIZED PERMANENT POSITIONS BY DEPARTMENT
Number of Class 10 Positions Authorized

<u>Department</u>	<u>2003</u>	<u>2004</u>	<u>2005</u>	<u>2006</u>	<u>2007</u>	<u>2008</u>	<u>2009</u>	<u>2010</u>	<u>2011</u>	<u>2012</u>
Police Standards & Training	0	25	25	25	25	25	25	25	25	23
Postsecondary Education Comm.	6	6	6	6	6	8	8	8	8	0
Public Utilities Commission	72	72	69	69	69	69	69	69	69	69
Racing and Gaming Commission	11	11	20	21	21	22	19	21	21	16
Real Estate Commission	8	8	8	8	8	8	8	8	8	7
Regulatory Boards										
Board of Accountancy	0	0	0	2	2	3	3	3	3	0
Electricians Licensing Board	7	7	7	0	0	0	0	0	0	0
Health & Human Services Boards	31	31	31	38	37	38	38	37	37	35
Joint Board of Licensing & Cert.	5	5	5	5	5	5	5	6	6	8
Plumbers Board	6	6	6	6	6	7	7	7	0	0
Pub. Empl. Labor Relations Bd.	4	4	4	4	4	5	5	5	5	4
Real Estate Appraisers Bd.	1	1	1	2	2	2	2	2	2	0
Tax & Land Appeals Board	10	10	10	8	8	8	7	7	7	5
Veterinarians Exam. Board	1	1	1	1	1	1	1	1	1	1
Resources & Econ. Dev. Dept.	184	184	177	185	177	179	179	178	184	198
Retirement System	54	54	54	0	0	0	0	0	0	0
Revenue Administration Dept.	214	175	174	181	180	190	190	192	192	127
Safety Department	1,046	1,027	1,036	1,092	1,085	1,131	1,138	1,134	1,134	1,073
State Department	33	43	41	41	40	40	40	71	72	67
Status of Women Commission	2	2	2	2	2	2	2	2	0	0
Transportation Department	1,887	1,842	1,842	1,841	1,824	1,815	1,817	1,779	1,779	1,650
Public Works Design & Const.	26	26	26	0	0	0	0	0	0	0
Treasury Department	21	21	21	19	18	19	19	18	18	17
Veterans' Council	4	4	4	5	5	5	5	5	5	5
Veterans' Home	251	251	251	328	369	367	376	367	367	367
TOTALS	11,862	11,570	11,575	12,030	11,879	12,068	12,083	11,875	11,881	10,173

FY 2012 Authorized Positions

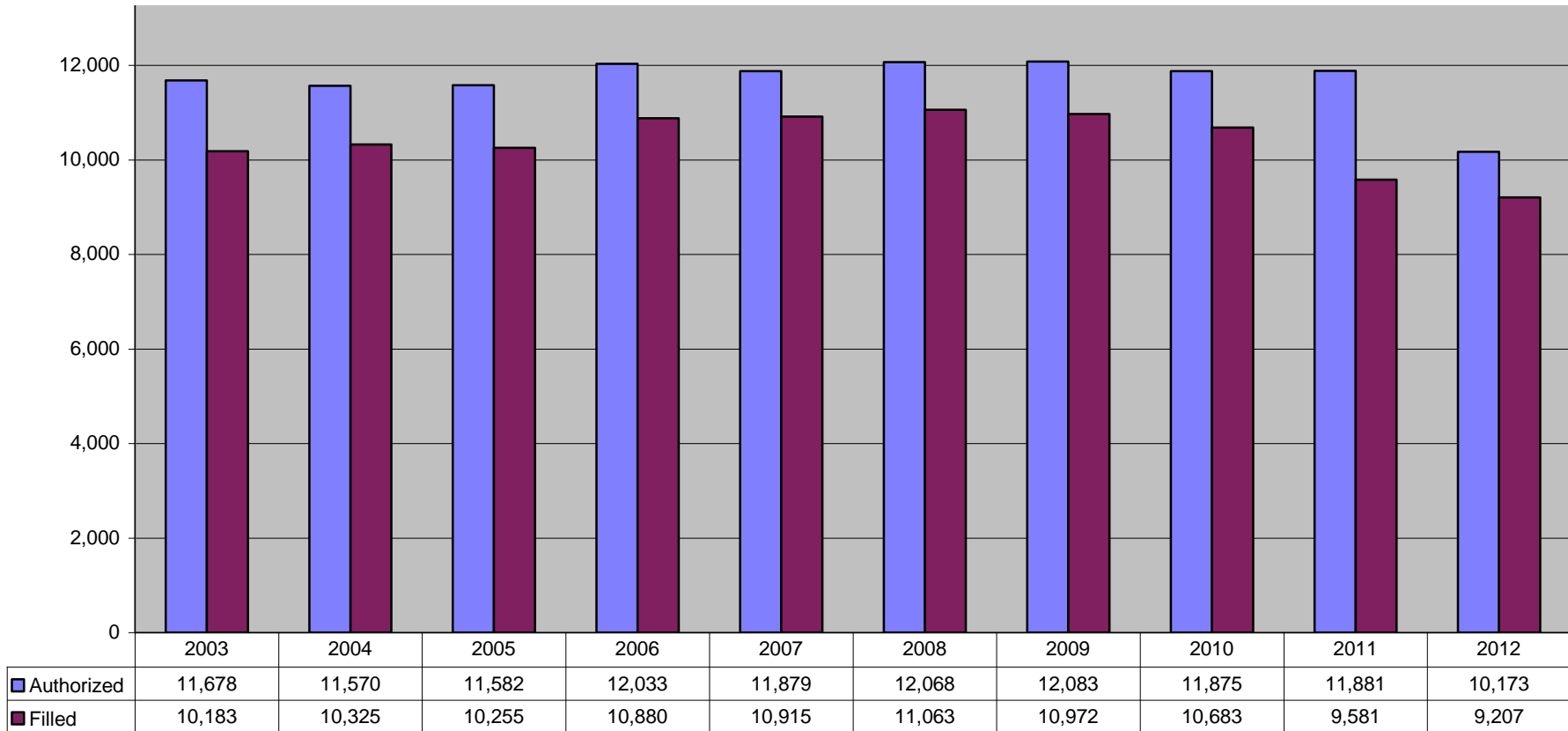
<u>Department & Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
Adjutant General Department	111	32	0	0	2	0	145
Administrative Services, Dept. of							314
Commissioner's Office	13	-	4	-	2	1	20
Accounting Services	14	1	-	-	1	-	16
Business Office	6	-	-	-	-	-	6
Cost Containment	9	-	-	-	-	-	9
Court Facilities	25	-	-	-	-	-	25
Facilities, Assets & Management	28	1	-	-	2	-	31
Financial Data Management	20	2	4	-	1	-	27
General Services	59	5	-	-	-	-	64
Graphic Services	18	4	-	-	-	-	22
Personnel	17	-	-	1	2	1	21
Plant & Property Management	17	1	1	3	1	-	23
Public Works Design	21	3	4	1	-	-	29
Risk Management	9	1	-	-	-	-	10
Surplus Distribution	6	3	-	-	-	-	9
Telecommunications	2	-	-	-	-	-	2
Agriculture, Department of	26	2	2	-	3	-	33
Banking Department	42	11	-	-	1	1	55
Corrections, Department of	783	100	5	-	11	1	900
Cultural Resources, Department of							62
Division of Arts	5	1	-	-	-	-	6
Division of Historical Resources	9	2	-	-	1	-	12
State Library	31	11	-	-	2	-	44
Development Disabilities Council	2	1	-	-	-	-	3
Education, Department of	252	44	1	3	3	2	305
Employment Security	246	92	33	11	4	1	387

<u>Department & Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
Environmental Services, Dept. of							477
Commissioner's Office	51	11	-	-	3	-	65
Air Resources	58	12	-	-	1	-	71
Water Division	230	40	-	-	1	-	271
Waste Management	68	1	-	-	1	-	70
Executive Department							23
Executive	-	-	-	-	1	-	1
Executive Council	-	-	-	-	6	-	6
Gov. Commission on Disability	3	1	-	-	1	-	5
Office of Energy & Planning	9	2	-	-	-	-	11
Fish & Game Department	182	6	-	-	1	-	189
Health & Human Services, Dept. of							2,910
Commissioner's Office	374	34	9	-	36	3	456
Behavioral Health	26	3	-	-	1	-	30
Children, Youth & Families	345	9	-	-	4	-	358
Community & Public Health	238	36	-	-	2	1	277
Developmental Services	53	3	-	-	2	-	58
Elderly & Adult Services	111	7	-	-	5	-	123
Family Services, Office of	329	32	-	-	4	-	365
Glenclyff Home for the Elderly	168	3	-	-	1	-	172
Juvenile Justice Services	255	18	-	-	2	2	277
Medical Services	110	13	-	-	8	-	131
NH Hospital	568	59	10	4	20	2	663
Highway Safety Agency	5	-	-	-	1	-	6
Human Rights Commission	6	-	-	-	-	-	6
Information Technology, Office of	318	42	-	2	9	-	371
Insurance Department	58	8	-	-	11	2	79
Judicial Council	1	1	-	-	-	-	2
Justice, Department of	51	4	2	-	62	10	129
Labor Department	80	11	-	-	2	-	93
Liquor Commission	281	15	2	1	4	2	305

<u>Department & Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
Lottery Commission	40	5	-	-	4	-	49
McAuliffe –Shepard Discovery	9	4	-	-	1	-	14
Pease Development Authority	6	-	-	-	-	-	6
Police Standards & Trng. Council	19	4	-	-	1	-	24
Public Utilities Commission	62	7	-	1	5	2	77
Racing and Charitable Gaming Comm.	16	-	-	-	6	-	22
Real Estate Commission	7	-	-	-	1	-	8
Regulatory and Licensing Boards							56
Allied Health Prof.	2	-	-	-	-	-	2
Chiropractic Examiners Board	1	-	-	-	-	-	1
Cosmetology & Barbering Board	5	-	-	-	-	-	5
Dental Board	2	-	-	-	-	-	2
Joint Board of Licensing & Cert.	7	1	-	-	-	-	8
Medicine, Board of	17	1	-	-	-	-	18
Pharmacy Board	5	-	-	-	-	-	5
Psychology, Board of	2	-	-	-	-	-	2
Public Empl. Labor Relations Board	4	-	-	-	-	-	4
Tax & Land Appeals Board	4	1	-	-	3	-	8
Veterinarian Examiners Board	-	1	-	-	-	-	1
Resources & Economic Dev., Dept. of	183	15	16	16	4	1	235
Revenue Administration, Dept. of	102	25	-	-	18	5	150
Safety, Department of	998	75	2	4	11	2	1,092
State Department	60	7	2	8	10	3	90
Transportation, Department of							1,679
Aeronautics	5	-	-	-	1	-	6
Bridge Design	32	1	-	-	-	-	33
Bridge Maintenance	94	1	-	-	-	-	95
Budget & Finance	34	3	-	-	-	-	37
Commissioner's Office	18	3	-	-	7	-	28
Construction	98	5	-	-	-	-	103

<u>Department & Components</u>	<u>CI 10 Filled</u>	<u>CI 10 Vacant</u>	<u>CI 59 Filled</u>	<u>CI 59 Vacant</u>	<u>Unclass. Filled</u>	<u>Unclass. Vacant</u>	<u>Total Positions</u>
District 1 – Lancaster	126	7	-	-	-	-	133
District 2 - Lebanon	103	6	-	-	-	-	109
District 3 - Laconia	107	9	-	-	-	-	116
District 4 - Keene	86	1	-	-	-	-	87
District 5 - Hooksett	126	11	-	-	-	-	137
District 6 - Durham	92	5	-	-	-	-	97
Environment	15	2	-	-	-	-	17
Fuel Distribution	7	0	-	-	-	-	7
Highway Design	117	6	-	-	-	-	123
Human Resources	10	1	-	-	-	-	11
Maintenance	10	1	-	-	-	-	11
Materials & Research	50	4	-	-	-	-	54
Mechanical Services	75	6	-	-	-	-	81
Planning & Systems Development	27	1	-	-	-	-	28
Railroads	9	1	-	-	-	-	10
Right of Way	31	3	-	-	-	-	34
Traffic	75	5	3	18	-	-	101
Turnpikes	199	22	-	-	-	-	221
Treasury Department	17	-	-	-	5	-	22
Veterans Council	5	-	-	-	1	-	6
Veterans Home	339	28	-	-	1	-	368
TOTALS	9,207	966	100	73	304	42	10,692
TOTAL VACANCIES	1,081						
VACANCY RATE	10.11%						

Authorized/Filled Positions 10 Year History

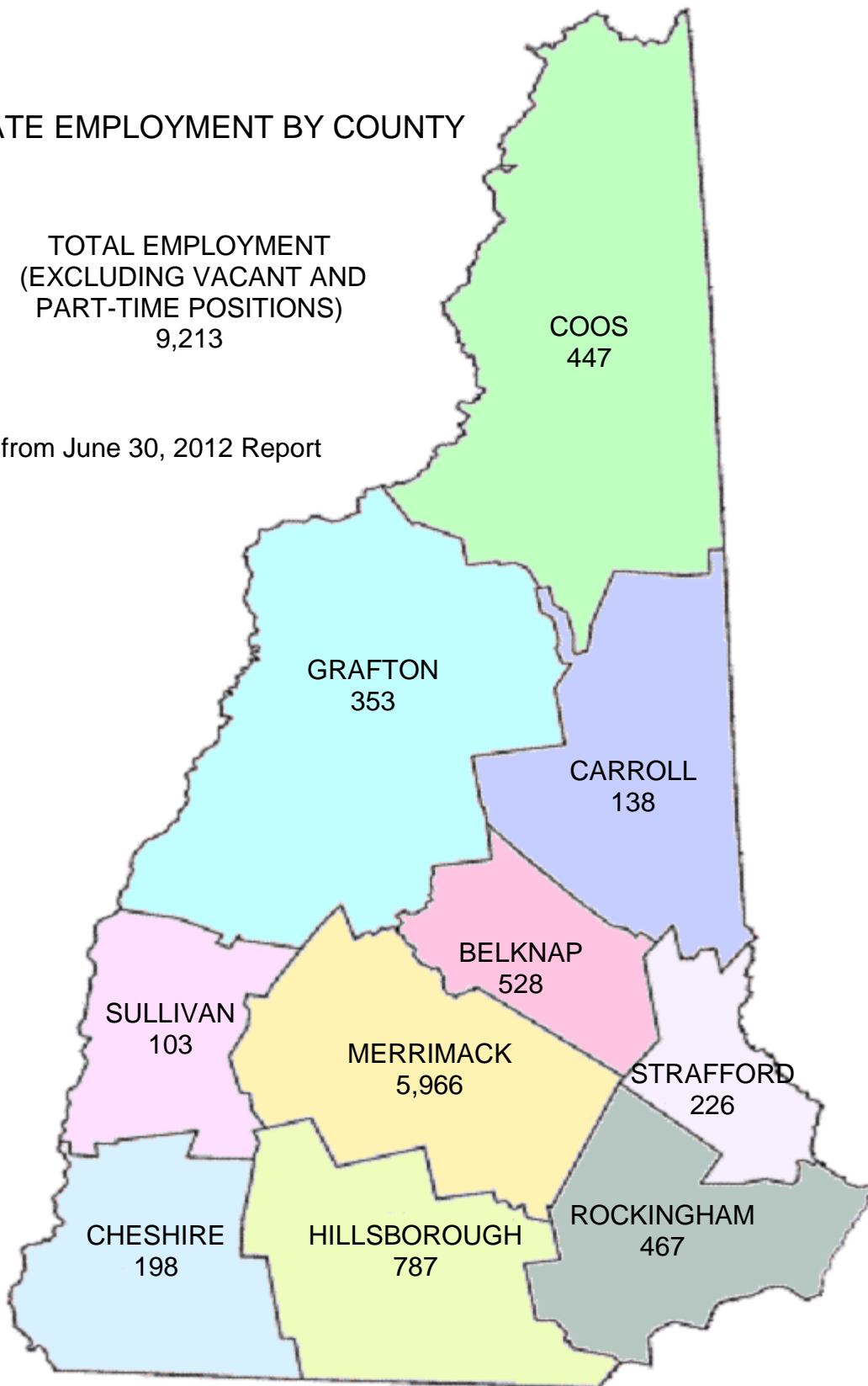


Note: Data does not include Class 59 full-time temporary positions.

STATE EMPLOYMENT BY COUNTY

TOTAL EMPLOYMENT
(EXCLUDING VACANT AND
PART-TIME POSITIONS)
9,213

Data from June 30, 2012 Report



DEMOGRAPHICS

New Hampshire State Employees

Fiscal Year 2012

State Government Employees Executive Branch

<u>Class Type</u>	<u>Number of Positions*</u>
Classified	10,346
Unclassified	346

TOTAL POSITIONS: 10,692

*Full Time Only - Includes vacancies

The Classified State Workforce is made up of...

52% Female
48% Male

3% Minority
97% White (not of
Hispanic background)

The Average Classified Employee...

- Is 47 years old
- Has 12 years of service
- Earns \$46,559

Classified State Employees
(filled positions only) that are...

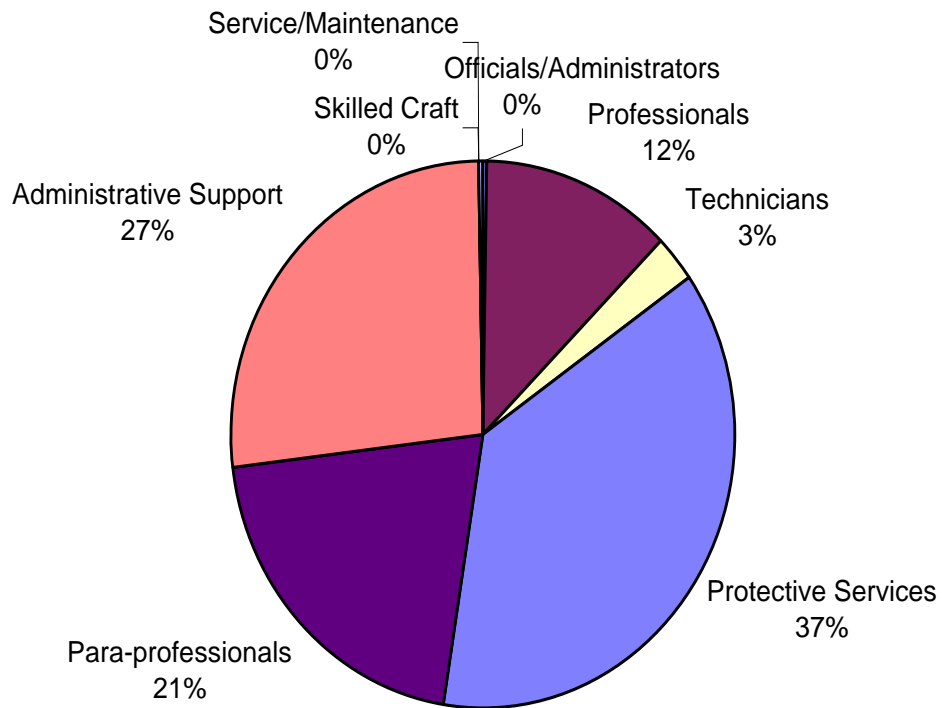
Full time.....10,036
Part-time.....4,150

Classified Employees work in...

Belknap County.....	6%
Carroll County.....	1%
Cheshire County.....	2%
Coos County.....	5%
Grafton County.....	4%
Hillsborough County.....	9%
Merrimack County.....	65%
Rockingham County.....	5%
Strafford County.....	2%
Sullivan County.....	1%

APPLICANTS BY EEO CATEGORY

Fiscal Year 2012

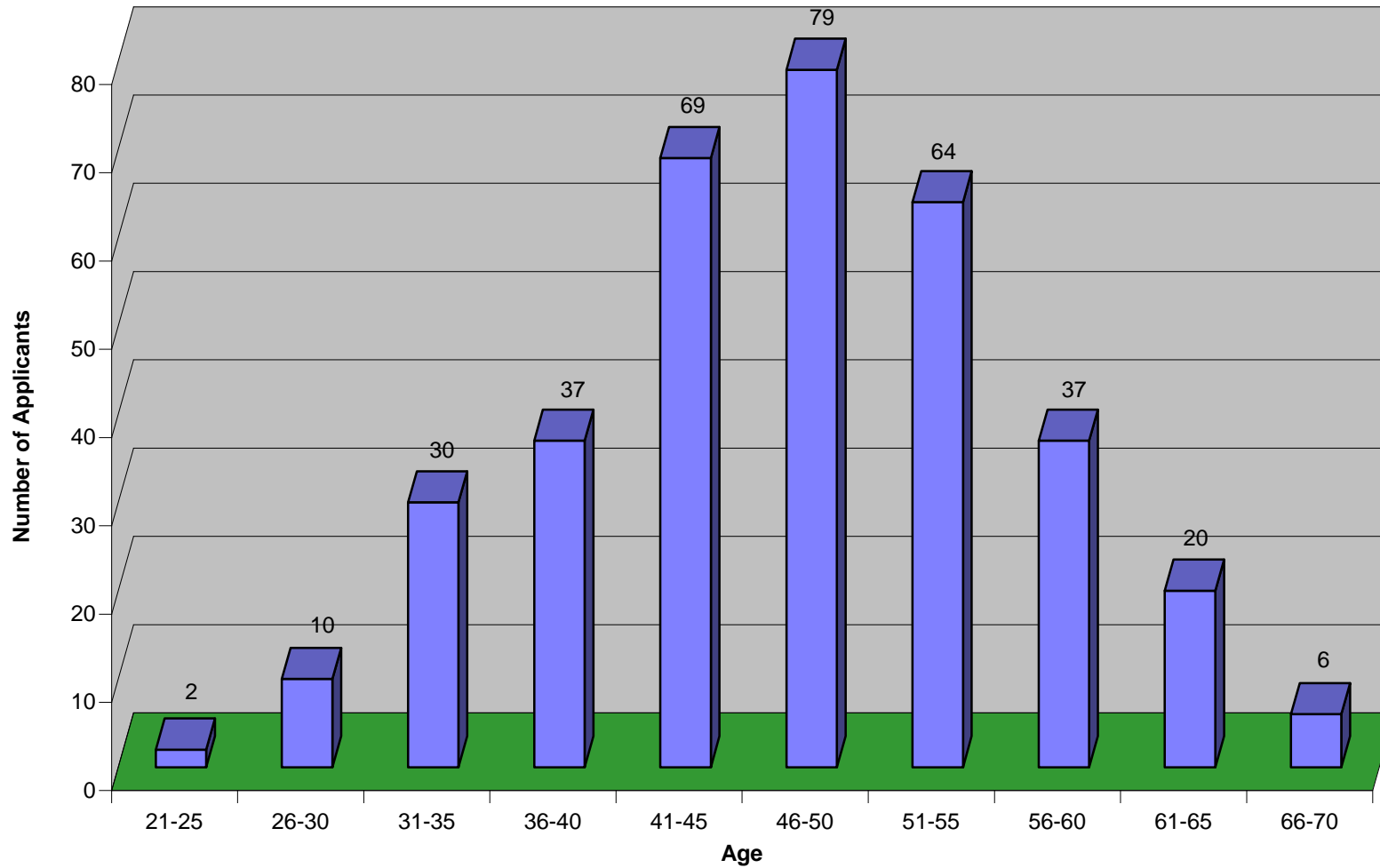


	Number Of Applicants
Administrative Support	733
Officials/Administrators	5
Para-professionals	561
Professionals	337
Protective Services	1,014
Service/Maintenance	5
Skilled Craft	0
Technicians	73
TOTAL	2,728

Note: This information is voluntarily submitted by applicants.

APPLICANTS BY AGE DISTRIBUTION

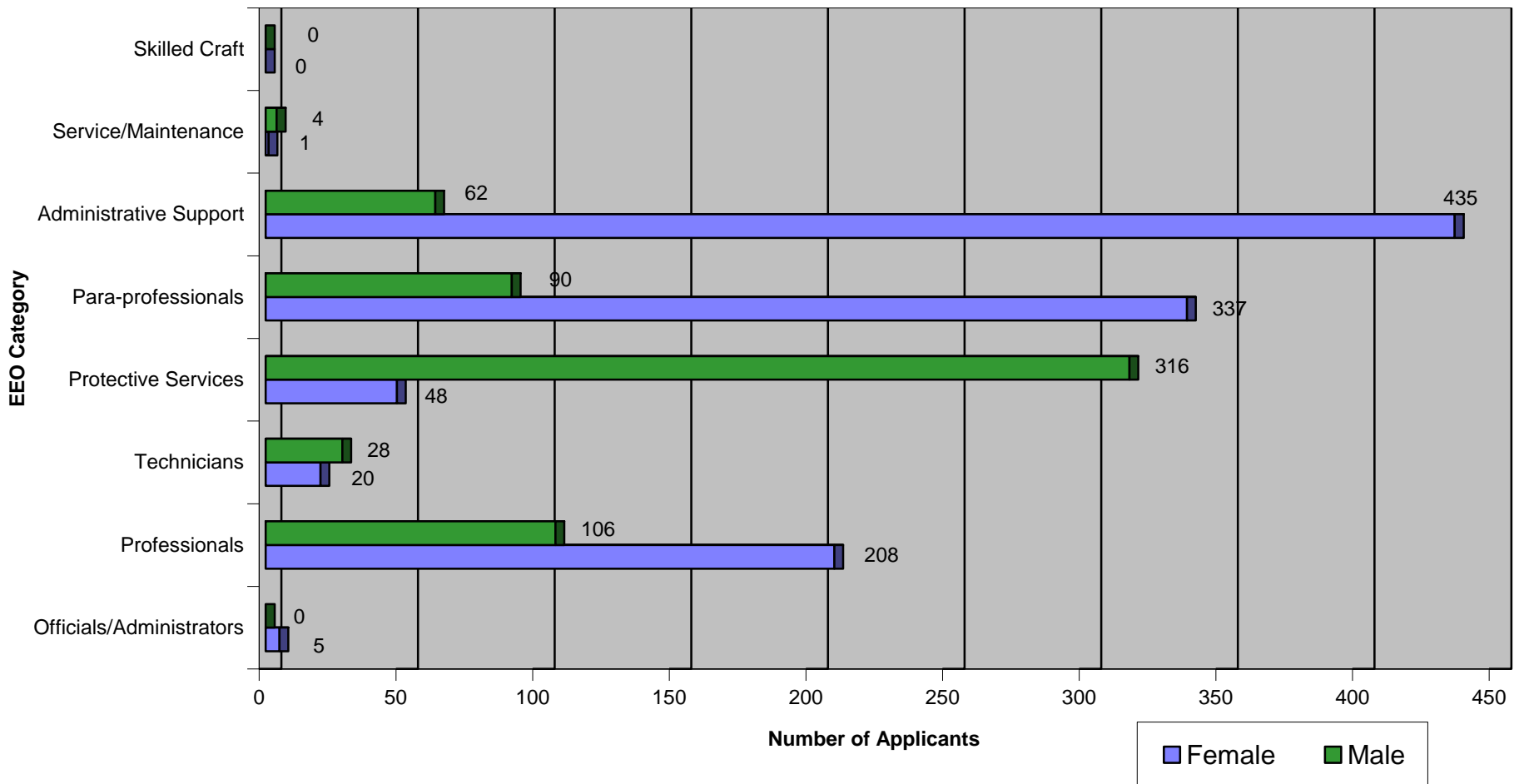
Fiscal Year 2012



Note: This information is voluntarily submitted.
Total number of applicants = 354

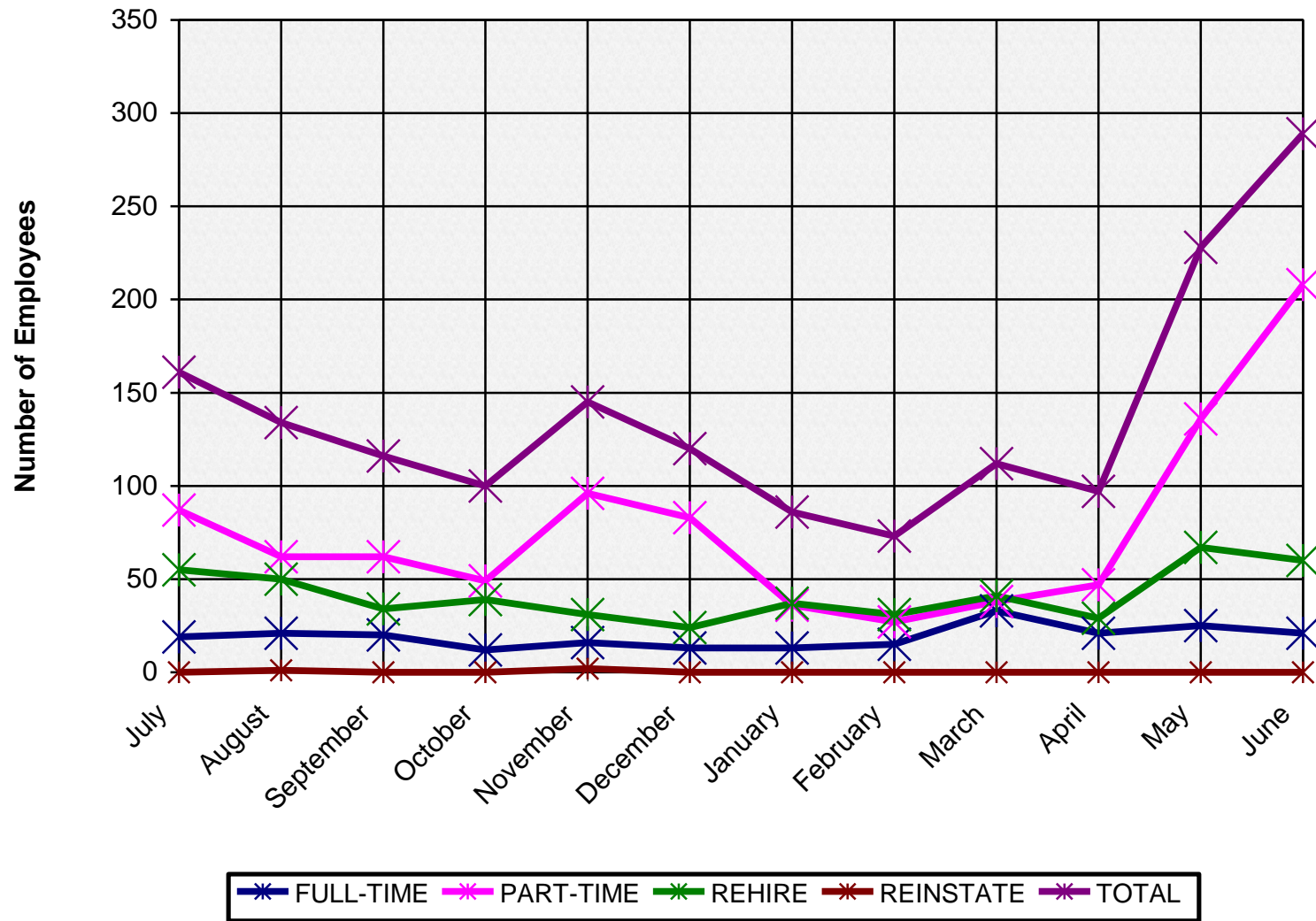
APPLICANT GENDER DISTRIBUTION BY EEO CATEGORY

Fiscal Year 2012



Note: Applicants voluntarily submit this information.
Total number responding by gender = 1,660

TOTAL NEW HIRES BY MONTH Fiscal Year 2012



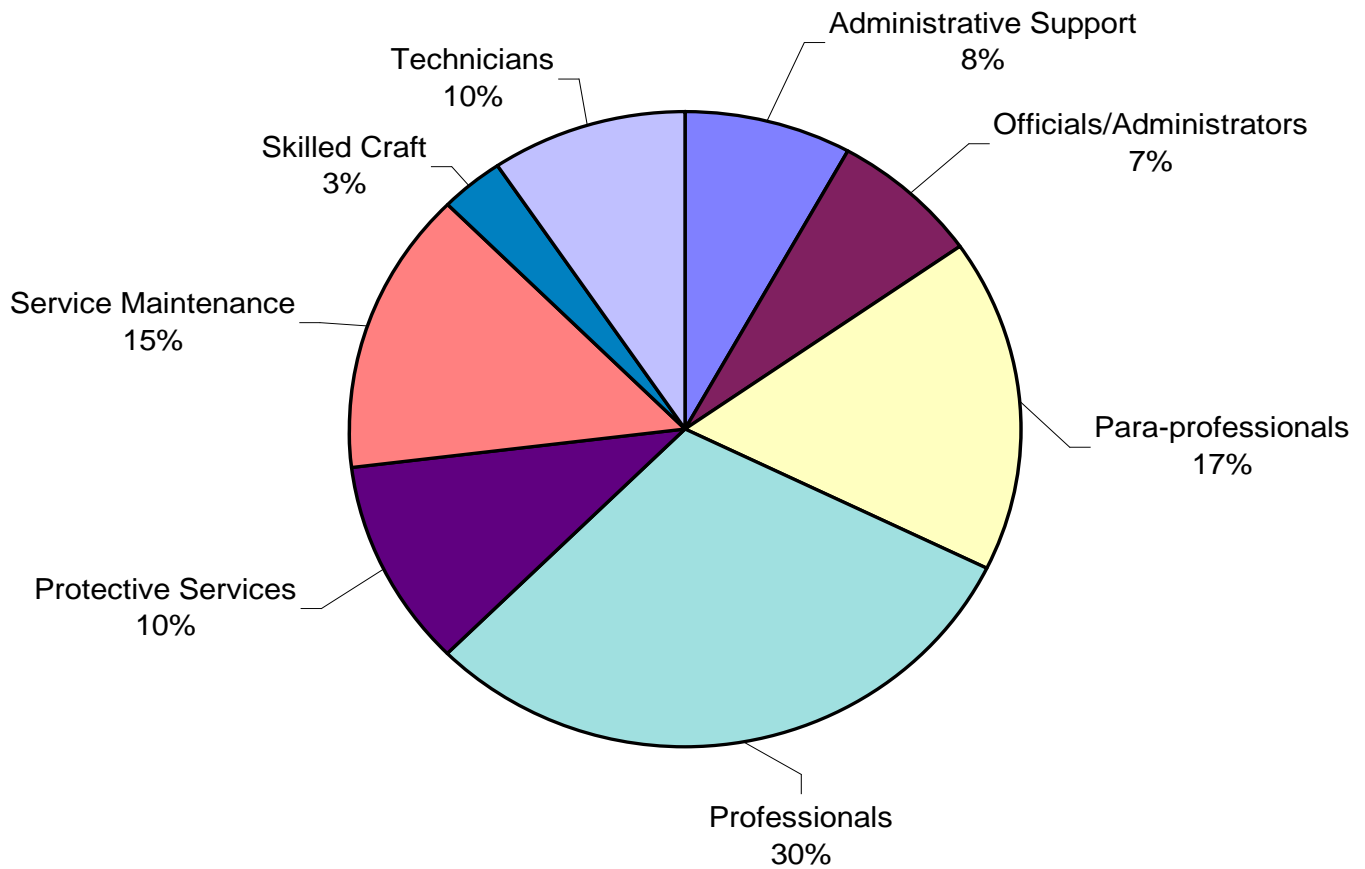
Note: Total new hires for Fiscal Year 2012 = 1,661.

TOTAL NUMBER OF NEW HIRES BY AGENCY

AGENCY	NEW HIRES	HIRES above min.	% HIRED above min.
Adjutant General Department	19	2	11%
Administrative Services Department	82	15	18%
Agriculture Department	3	1	33%
Banking Department	2	0	0%
Corrections Department	47	5	11%
Cultural Resources	1	1	100%
Developmental Disability Council	3	0	0%
Education Department	17	1	6%
Employment Security	51	1	1%
Environmental Services Department	67	9	13%
Executive Department	3	1	33%
Fish and Game Department	31	1	3%
Health and Human Services Department			
Attached Boards	5	2	40%
Behavioral Health	1	1	100%
Children, Youth & Families	20	2	10%
Commissioner's Office	28	3	11%
Developmental Services	8	1	12%
Elderly and Adult Services	1	0	0%
Glenclyff Home for the Elderly	19	1	5%
Health Management	16	7	44%
Juvenile Justice Services	68	4	6%
New Hampshire Hospital	32	1	3%
Transitional Assistance	33	0	0%
Human Rights Commission	3	0	0%
Insurance Department	5	3	60%
Joint Board of Licensure and Certification	4	0	0%
Justice Department	3	1	33%
Labor Department	5	0	0%
Land & Tax Appeal Board	1	0	0%
Liquor Commission	372	3	1%
McAuliffe Shepard Discovery Center	6	0	0%
NH Lottery Commission	5	0	0%
Office of Information Technology	16	8	50%
Police Standards and Training	2	0	0%
Public Utilities Commission	4	2	50%
Racing and Charitable Gaming Commission	3	1	33%
Resources & Economic Development Dept.	281	1	1%
Revenue Administration Department	2	0	0%
Safety Department	123	3	2%
Secretary of State Department	3	1	33%
Transportation Department	180	40	22%
Treasury	2	1	50%
Veterans Home	86	47	55%

**Note: Includes all full-time and part-time hires, rehires and reinstatements.
Total new hires for FY 2012 = 1,663. Total hires above minimum = 170**

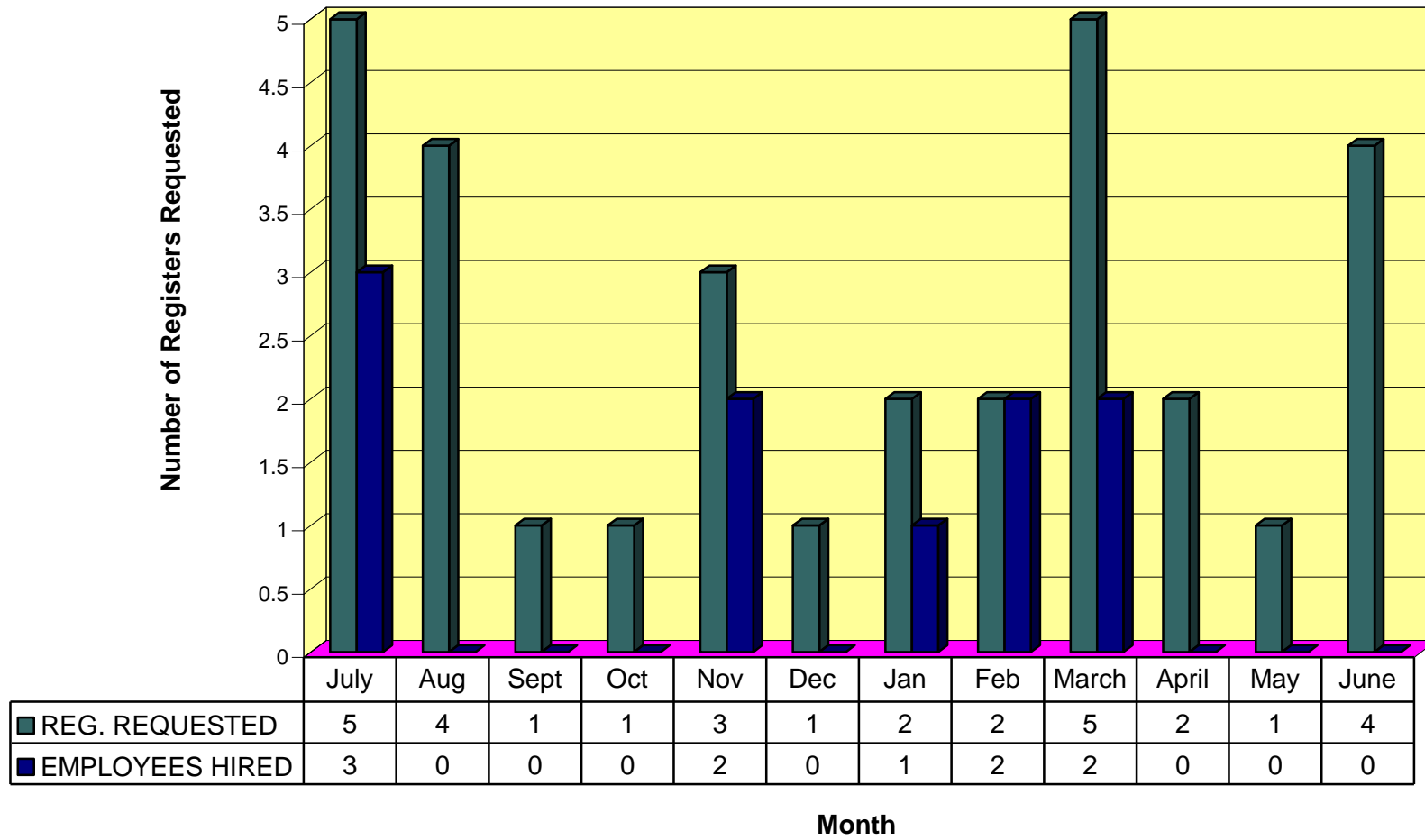
WORKFORCE PARTICIPATION RATES Fiscal Year 2012



	Number Of Employees
Administrative Support	735
Officials/Administrators	668
Para-professionals	1,556
Professionals	2,803
Protective Services	962
Service/Maintenance	1,345
Skilled Craft	265
Technicians	882
TOTAL	9,216

Note: Data from 6-30-12

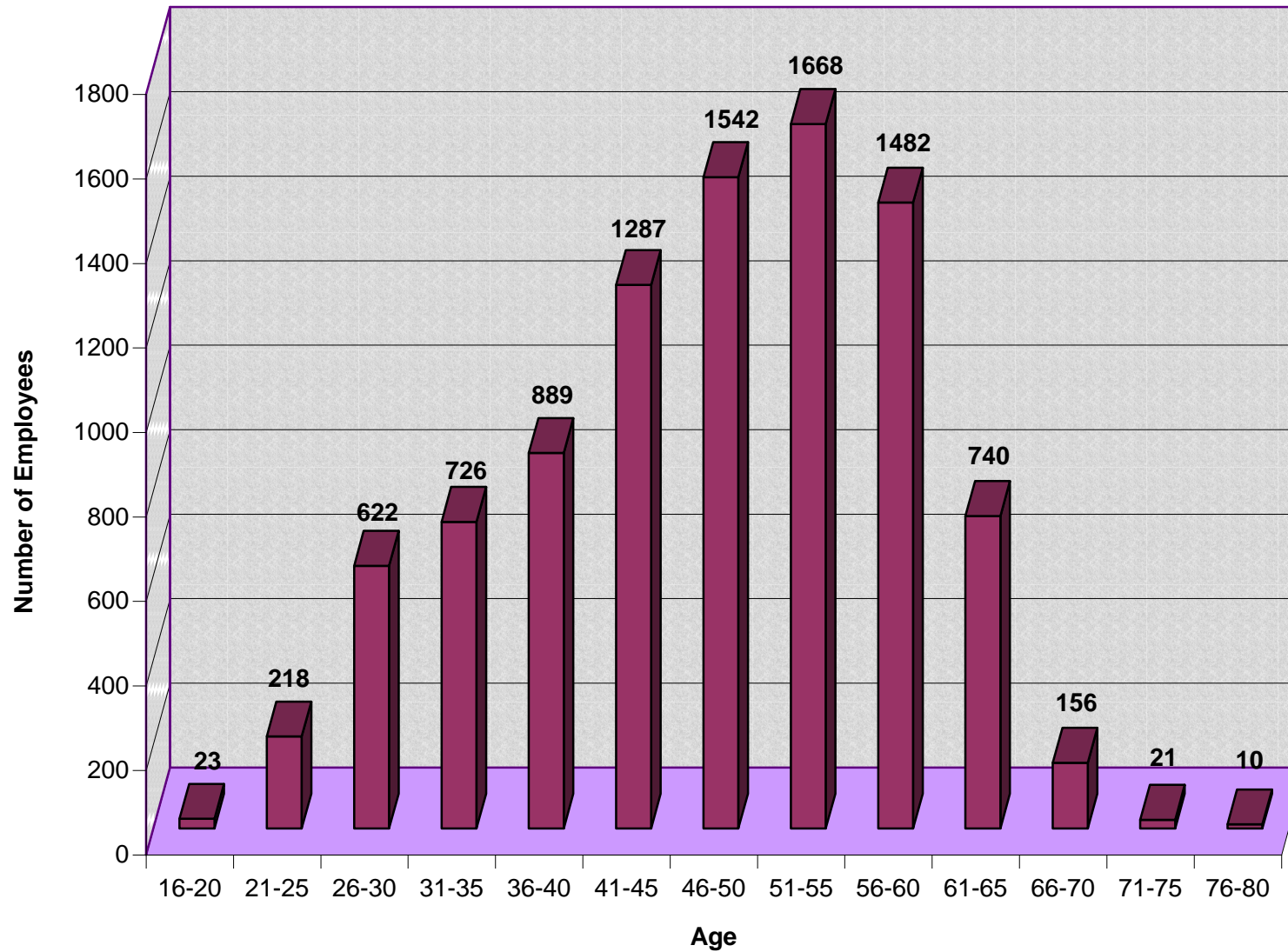
EMPLOYEES HIRED FROM REGISTERS **By Month - Fiscal Year 2012**



Total Employment Registers Requested by State Agencies = 31
 Total Employees Hired from Registers = 10

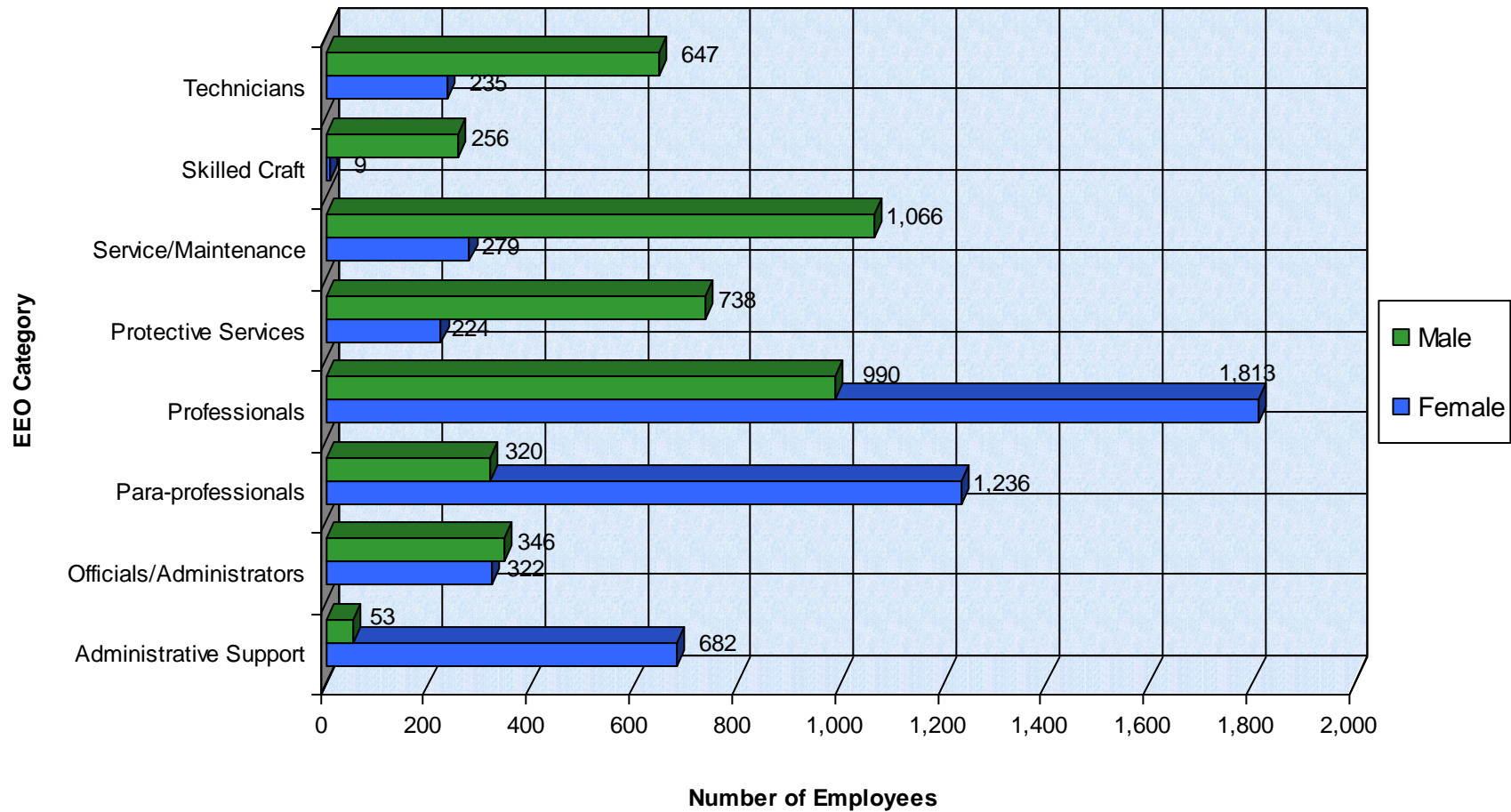
EMPLOYEES BY AGE DISTRIBUTION

Fiscal Year 2012



Average Employee Age = 47

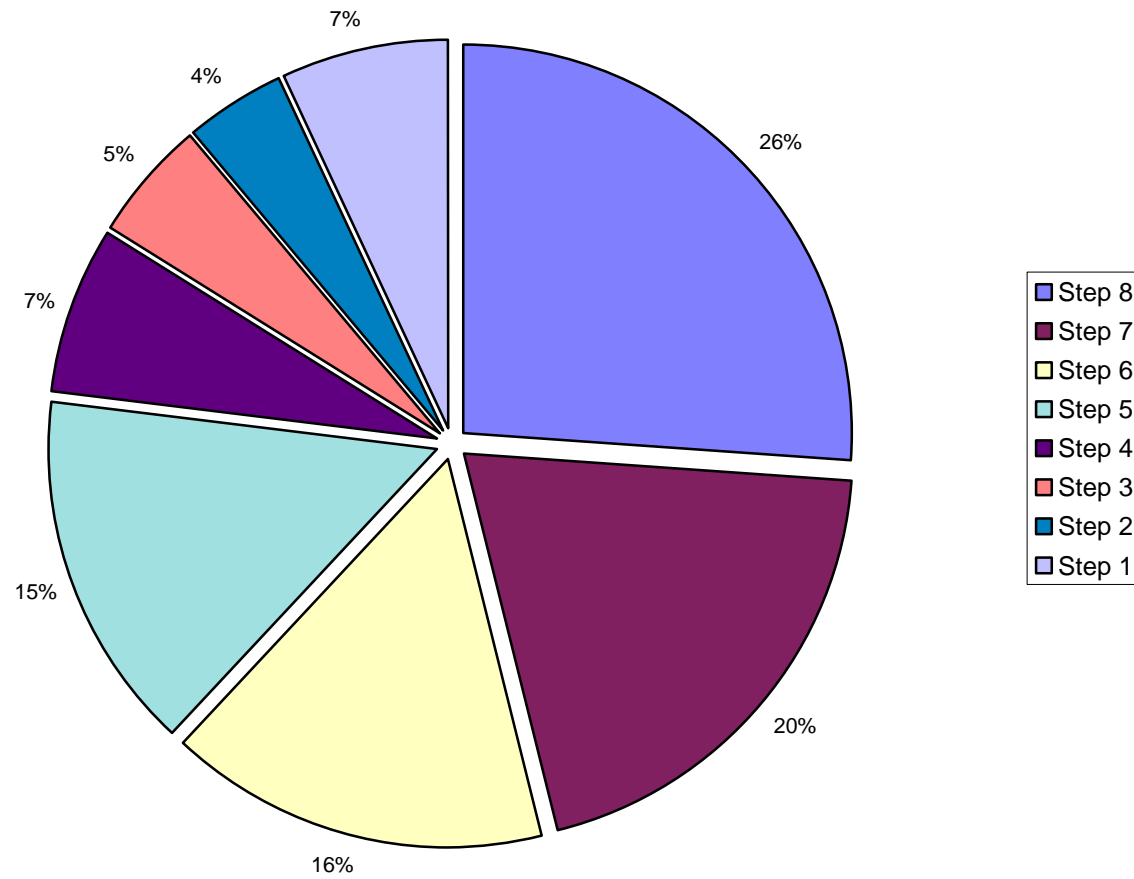
EMPLOYEES BY GENDER AND EEO CATEGORY



Note: Includes all full-time classified employees as of 06-30-12

OVERALL SALARY DISTRIBUTION

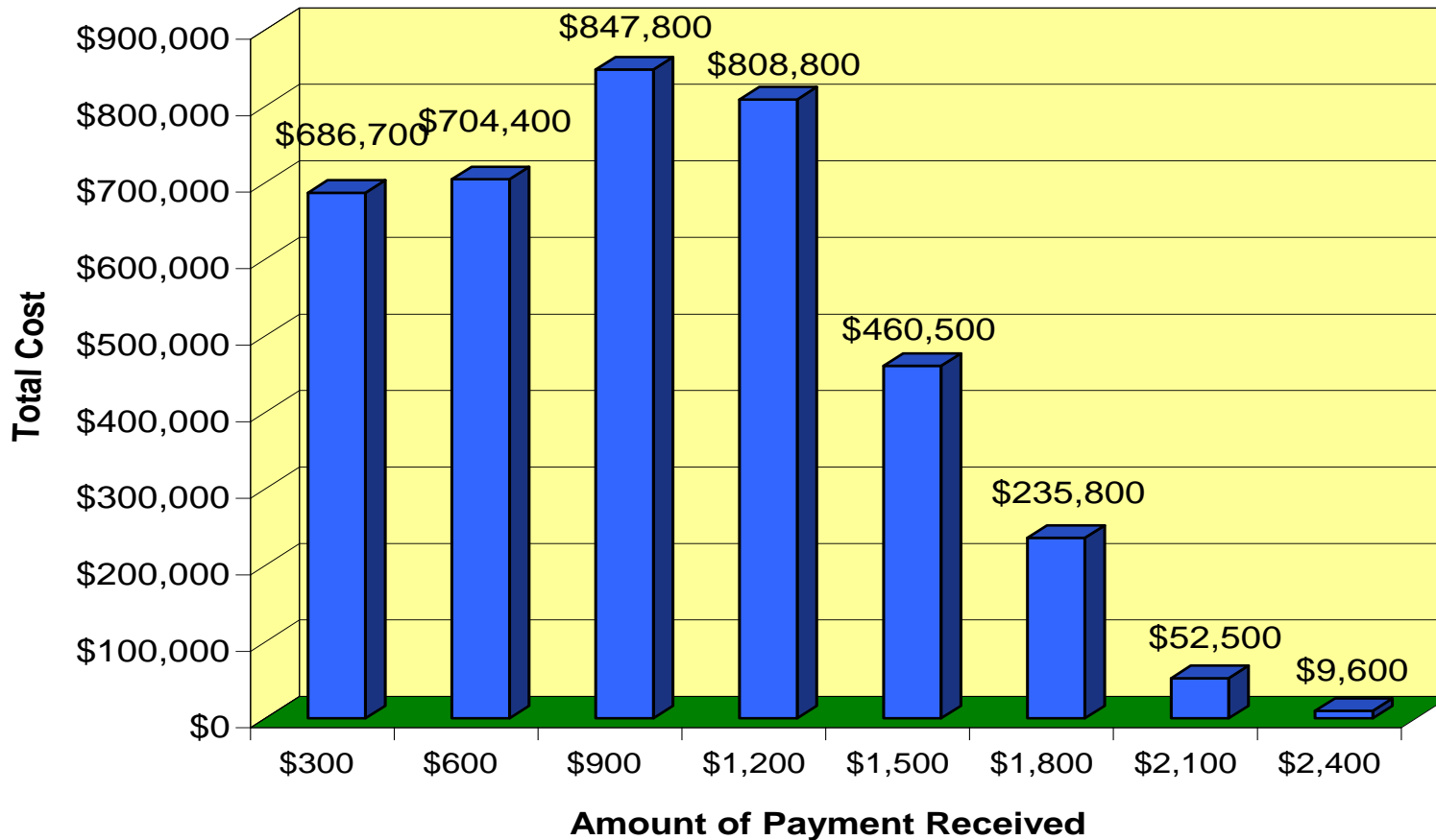
Fiscal Year 2012



Includes all full-time classified employees as of 06-30-12.

LONGEVITY IN CLASSIFIED SERVICE

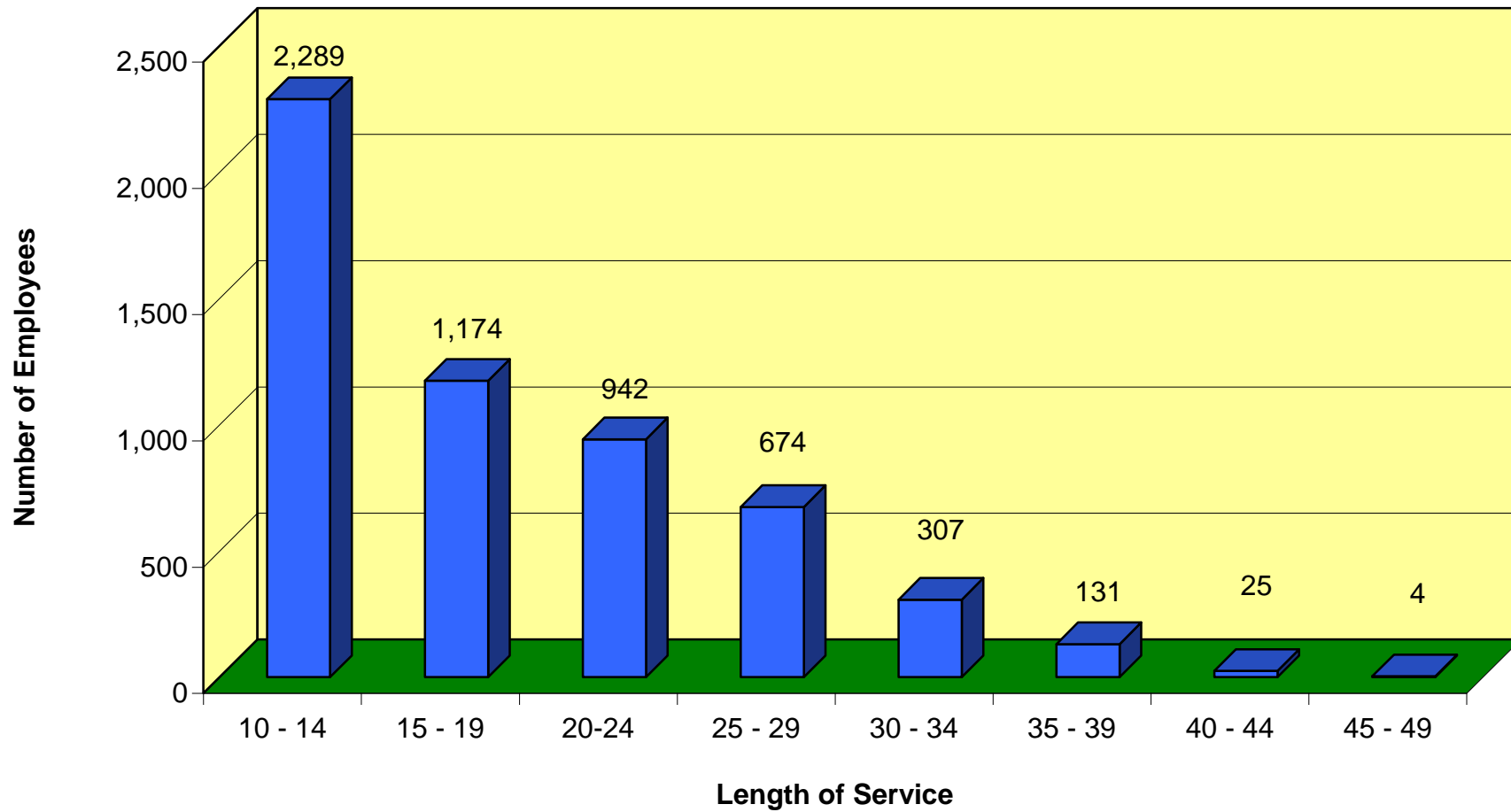
Cost of Longevity



Note: RSA 94:4, employees receive \$300 for 10 years of service and an additional \$300 for each 5 years of service beyond 10 years. 60% of the state workforce received a longevity payment in Fiscal Year 2012.

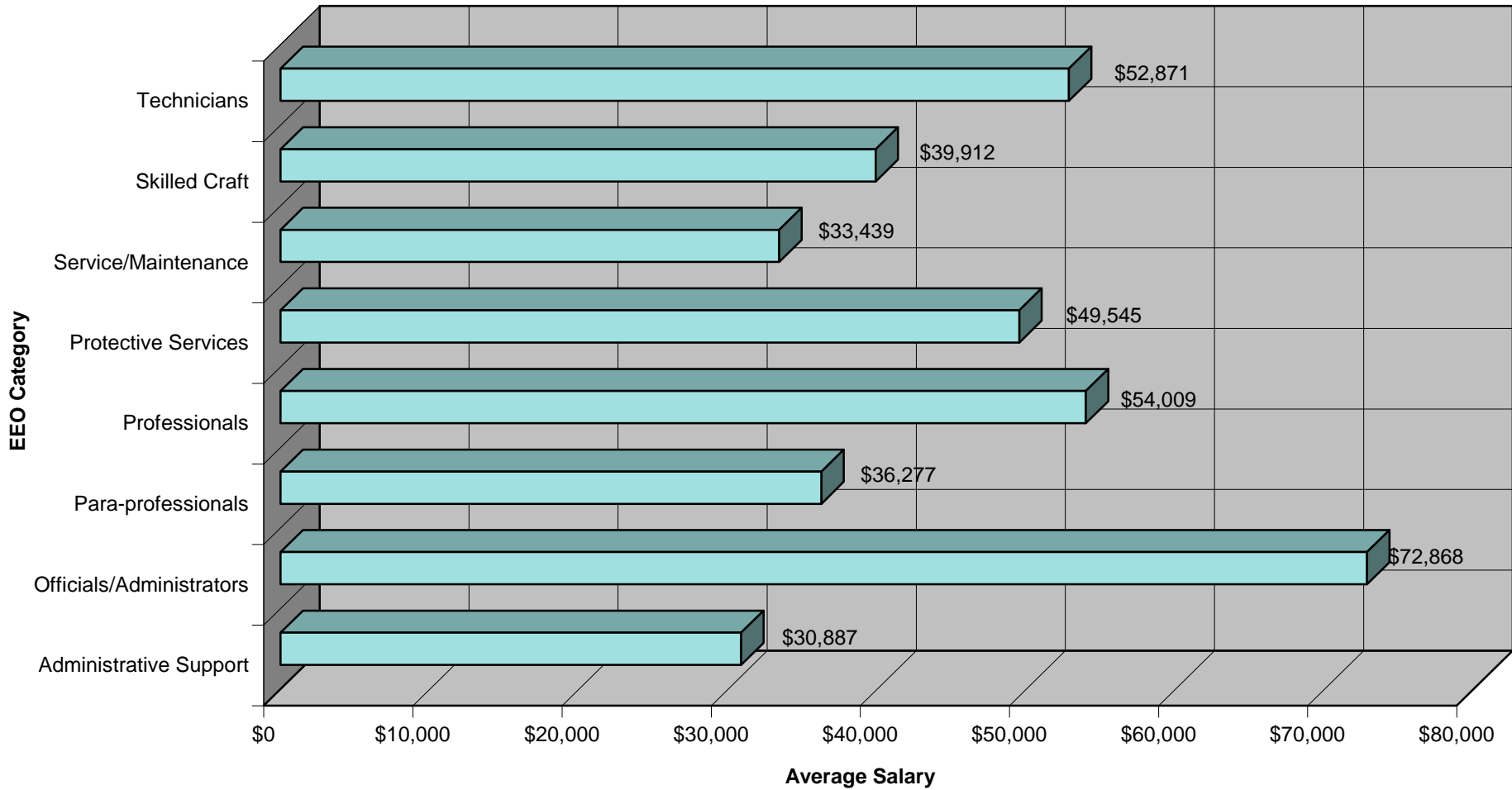
LONGEVITY IN CLASSIFIED SERVICE

Number of Employees by Length of Service



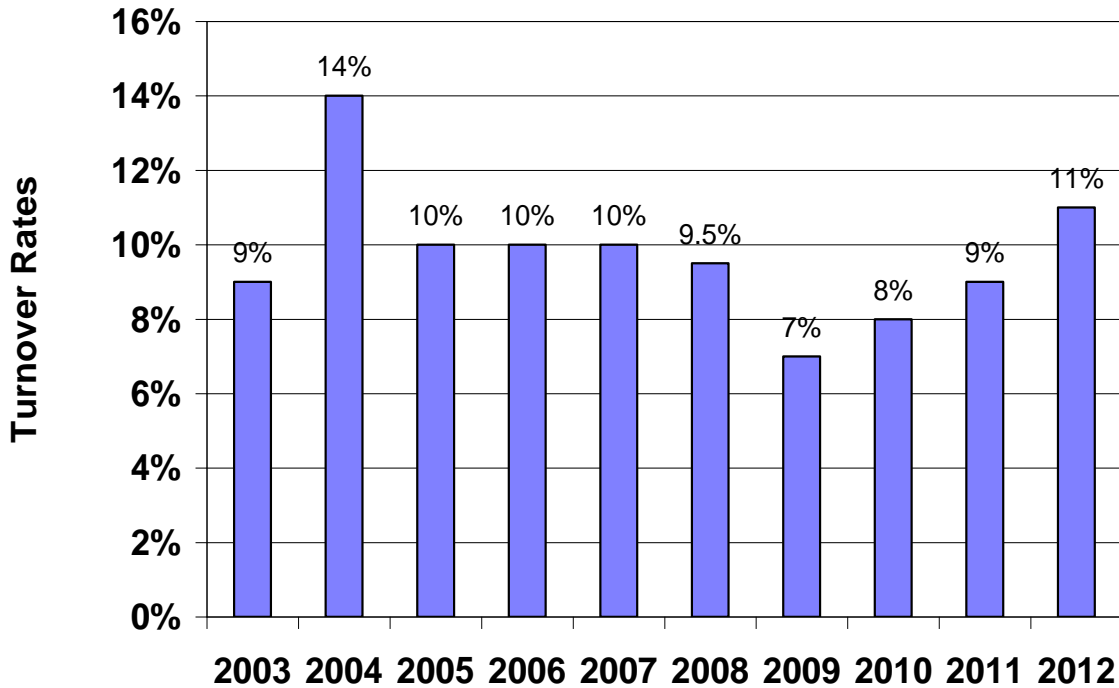
Note: Number of Employees Under 10 Years of Longevity = 3,661

AVERAGE SALARY BY EEO CATEGORY Classified Positions



Note: Includes all full-time permanent and full-time temporary employees as of 06-30-12 Average Salary Statewide = \$46,564

TURNOVER **Separations from Classified Service** **10 Year History**



Highest Turnover Classes With 50 or More Full-time Employees	Percent Turnover
Mental Health Worker II	40%
Interviewer I	28%
Retail Store Manager II	21%
Program Assistant I	21%
Clerk Interviewer	18%
Registered Nurse III	17%
Mental Health Worker III	16%
Retail Store Clerk II	16%
Family Service Specialist I	15%
Administrator III	15%
Child Protective Service Worker IV	14%
Highway Maintainer II	14%
Bridge Maintainer III	13%
Family Service Specialist II	13%
Cash Terminal Operator I	12%

Note: Turnover is calculated by using the actual number of separations from state government divided by the number of positions. Movement between state agencies is not considered turnover for the purposes of this report.

TURNOVER RATES BY AGENCY – FY 2012

AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Adjutant General Department	143	20	14%
Administrative Services Department	305	45	15%
Agriculture Department	30	5	17%
Banking Department	54	8	15%
Board of Veterinary Medicine	1	0	0%
Corrections Department	889	66	7%
Cultural Resources Department	59	7	12%
Development Disabilities Council	3	0	0%
Education Department	300	29	10%
Employment Security	413	101	24%
Environmental Services Department	471	31	7%
Executive Department	15	6	40%
Fish and Game Department	188	8	4%
Health and Human Services Department			
Administratively Attached Boards	35	4	11%
Behavioral Health	29	2	7%
Commissioner's Office	587	43	7%
Children, Youth & Families	355	26	7%
Developmental Services	56	3	5%
Elderly & Adult Services	119	5	4%
Glenclyff Home for the Elderly	171	15	9%
Health Management	278	22	8%
Juvenile Justice Services	278	30	11%
NH Hospital	692	149	22%
Transitional Assistance	362	46	13%
Highway Safety Agency	5	1	20%
Human Rights Commission	6	2	33%
Information Technology, Office of	362	30	8%
Insurance Department	66	6	10%
Joint Board of Licensing & Certification	8	5	62%
Judicial Council	2	0	0%
Justice Department	57	7	12%
Labor Department	91	7	8%
Liquor Commission	299	44	15%
McAuliffe Shepard Discovery Center	13	3	23%
Office of Economic Stimulus	6	3	50%
Pease Development Authority	6	0	0%
Police Standards & Training	23	4	17%

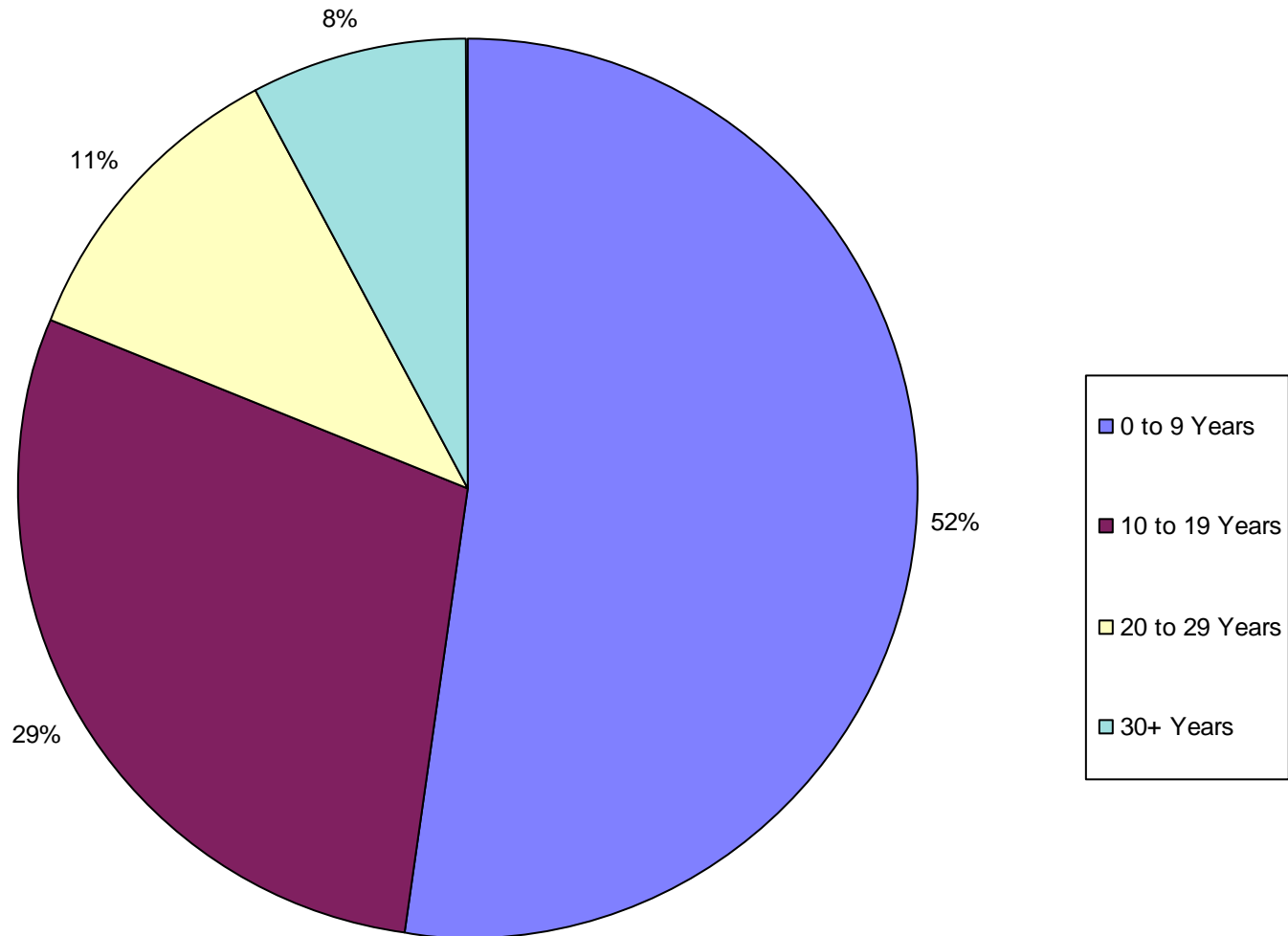
Note: * Includes all classified full-time permanent and full-time temporary positions.

TURNOVER RATES BY AGENCY – FY 2012

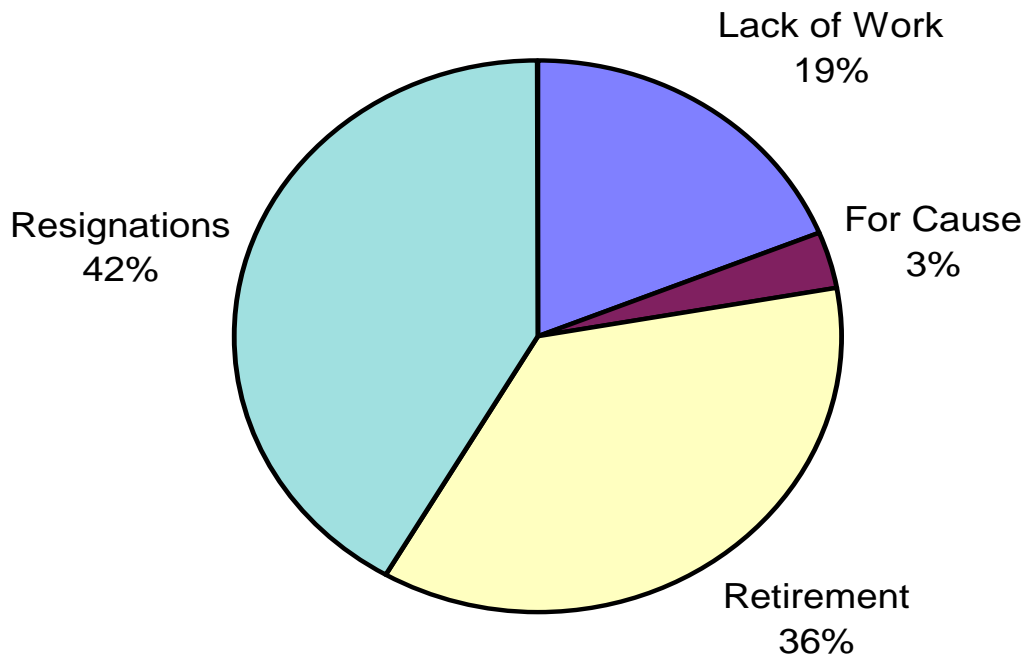
AGENCY NAME	POSITIONS	TERMINATED TRANSFERRED	TURNOVER RATE %
Public Employees Labor Relations Board	4	0	0%
Public Utilities Commission	70	10	14%
Racing & Charitable Gaming Commission	16	3	19%
Real Estate Commission	7	0	0%
Resources & Econ. Dev. Department	230	17	7%
Revenue Administration Department	139	43	31%
Safety Department	1,079	100	9%
State Department	77	4	5%
Sweepstakes Commission	45	0	0%
Tax & Land Appeals Board	5	0	0%
Transportation Department	1,678	158	9%
Treasury Department	17	0	0%
Veterans' Council	5	0	0%
Veterans' Home	367	35	10%
TOTAL*	10,516	1,153	11%

Note: * Includes all classified full-time permanent and full-time temporary positions.

**TURNOVER
LENGTH OF SERVICE
Fiscal Year 2012**



SEPARATION FROM SERVICE
Fiscal Year 2012
Total Separations = 1,082



RESIGNATIONS:			FOR CAUSE:	
Personal Reasons	289		Termination For Cause	27
Accepted New Job	91		Not Qualified	1
Quit Without Notice	12		Excessive Absence	2
Medical	29		Failed Probation	4
Death	9			
Relocation	8		TOTAL	34
School	3			
Workers' Compensation	2			
Dissatisfied With Pay	4			
Dissatisfied Working Conditions	1			
Separated After Settlement	1			
Other	2			
TOTAL	451		Data from 6-30-12 report	

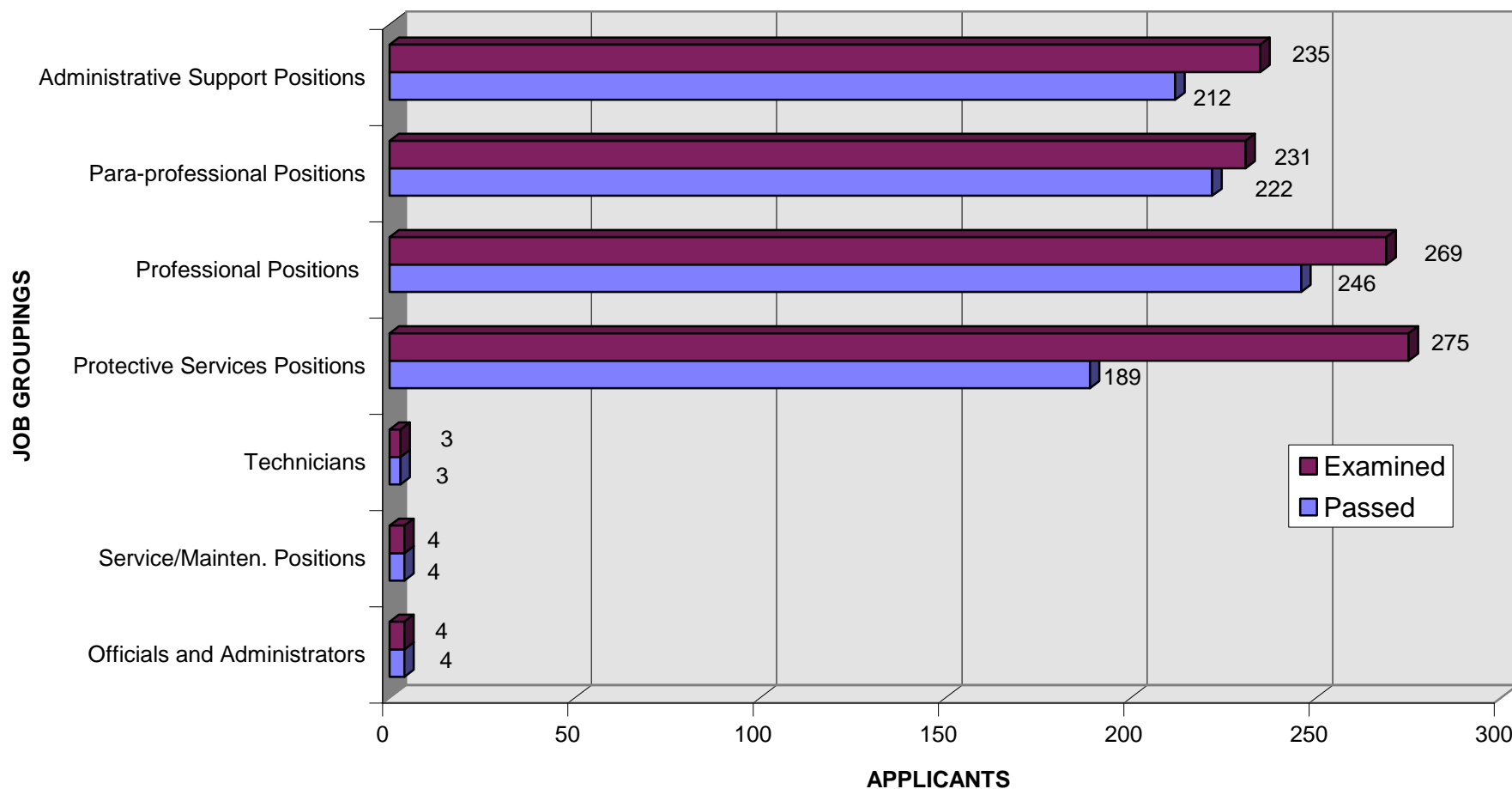
EXAMINATION SECTION

The NH Division of Personnel Examination Section continues to administer written and computerized multiple-choice and fill-in-the-blank question examinations, secretarial keyboarding examinations, and data entry exercises to determine in-house and open-competitive applicants' competency for appointment consideration to job vacancies within New Hampshire State Government. We also continue to provide technical assistance to state agency Human Resource Departments along with hiring managers in the preparation and administration of structured interviews. We formulate questions and continue to train and educate on the Structured Interview process.

The Examinations Section operates with nine (9) workstations and candidates continue to indicate a preference for the present computerized environment. We also offer field-testing of candidates through the use of New Hampshire Employment Security local offices as alternative examination sites; however we have reduced this number due to major layoffs and organizational restructuring within their agency. We are in the process of identifying and implementing new examination proctors and have implemented training them.

The total testing activity resulted in one-thousand, twenty one (1,021) applicants being tested. Please see the Fiscal Year 2012 Examination Section Activity chart on the following page. In closing, the NH Division of Personnel Examinations Section has gone through some changes in this fiscal year that will continue into the following. The Examinations Section is currently participating in the implementation of NH First. We have participated in proto-type testing and continue to navigate the software as we approach implementation. In the past we gave agency Human Resources access to look up test scores in GHRS to expedite the internal recruitment process. In April our State of NH Application removed the request of social security number and replaced it with requesting a cell phone number. Due to the fact that records no longer match to a candidate all applications are sent here to be researched. The Examinations Section currently operates with one full time Human Resources technician and one part time Human Resources Assistant.

EXAMINATION SECTION ACTIVITY **July 1, 2011- June 30, 2012**



	Officials and Administrators	Service/Mainten. Positions	Technicians	Protective Services Positions	Professional Positions	Para-professional Positions	Administrative Support Positions
■ Examined	4	4	3	275	269	231	235
■ Passed	4	4	3	189	246	222	212

CLASSIFICATION SECTION

Responsibilities: The Classification Section's mission is to ensure equity of salary and job functions and to review reporting relationships for consistency across the state system. The Section carries out a variety of responsibilities including, but not limited to, approving new and revised supplemental job descriptions, initiating and responding to requests from state agencies and boards to reclassify existing filled and vacant positions, establishing full-time and part-time temporary positions, reallocating labor grades, revising job classification specification standards, and reviewing and facilitating the movement of positions within agencies. Importantly, the Section also provides assistance to agency human resource staff and administrators in a variety of technical areas.

Fiscal Year 2012 Highlights

This year was a busy and challenging one for the Classification Section. Section staffing was maintained at the same levels, yet the Section kept pace with additional demands, while continuing to address agency needs and provide technical assistance. This Fiscal Year saw increased activity for Classifications staff in the following areas:

Technical Assistance: The Section continued to receive many requests from state agencies for technical assistance concerning: proposed organizational changes (agency-wide reorganizations as well as smaller ones like bureau reorganizations); possible position reclassifications; planned revisions to supplemental job descriptions; and requests to modify minimum qualification requirements for specific job classifications. Section staff also proactively identified needed changes to position classifications and standards, and made contact with agencies to discuss. Conference calls and in-person meetings were held with agencies concerning these matters. Agencies found these meetings helpful to their organizational planning efforts. Classification staff also frequently worked with the Recruitment and Certification Section concerning changes which would impact minimum qualification requirements. Staff also provided a great deal of technical assistance to agency human resource and payroll offices this year regarding new and revised Governor and Council processes for position upgrades and out of class series reclassifications, as well as the processing of position establishments, reclassifications, and transfers.

Training Presentations: This year, Classification staff developed and delivered PowerPoint training presentations to statewide agency human resource representatives on the importance of organizational charts and supplemental job descriptions, and how to develop and revise these documents. The training was presented in three modules at monthly human resources administrator meetings chaired by the Director of Personnel. The trainings were well-received, and continue to be useful to state agencies, which can access the PowerPoint presentations on the Sunspot intranet.

Supplemental Job Description (SJD) Revision: This year, the Section received a large number of requests to review proposed SJD revisions. More specifically, 668 individual SJDs were reviewed, approved, and returned to the agencies by the Section's Classification Analysts in Fiscal Year 2012. Some of the revisions were a natural result of the training presentations regarding SJDs, as agencies undertook the project of updating their job descriptions. Supplemental job descriptions describe individual positions and are used to inform position occupants of their duties, to post/recruit for positions, to list special position requirements, and to conduct annual performance

evaluations. Having an accurate SJD on file is also crucial to the placement of laid off state employees in positions via the RIF [Reduction In Force] list.

House Bill 2 Implementation: This year, the implementation of House Bill 2 resulted in the addition of a new process in Classifications. House Bill 2, 224:315 Reclassification of Positions states, “For the biennium ending June 30, 2013, the director of the division of personnel shall not approve any reclassification of classified positions which will result in an increase in pay, unless the director obtains a waiver for the specific position from the governor and council”. As a result of this legislation, the Section now prepares documentation and requests financial information from agencies for G & C review for all position upgrades. Each member of the Classification staff plays a role in readying packages for Governor and Council review, although the support area has been the most impacted.

Out of Class Series Reclassifications: Reclassifications which are considered “out of class series” per the existing RSA 21-I:56, whether or not they result in a higher salary, continue to be brought before G & C for approval. Formerly, it was the responsibility of the agency human resource offices to prepare out of class series reclassifications for G & C review after receiving the Division of Personnel’s decision. This year, due to the implementation of House Bill 2, the Division determined that a better practice and more streamlined approach would be to include out of class series reclassifications along with the salary upgrades being brought before G & C by the Director of Personnel as a result of HB 2. As with the implementation of HB 2, this has impacted the workload and work process of Section staff. [Note: All reclassifications or reallocations resulting in a higher salary which are listed in this report have been brought before G & C and approved, in compliance with HB 2. The smaller number of requests broken out as “approved by G & C” are actually the out of class series reclassifications, which are reported separately.]

Class Specification Revisions: Job classification specifications set and maintain the statewide standard for characteristic duties and minimum qualification requirements for all state classified positions. This year, the Section continued to receive an increasing number of requests from agencies to revise class specifications, such as to revise minimum qualification requirements in order to correct outdated language and/or to enhance and improve recruitment for state positions. Section staff also proactively identified needed changes. In setting and revising minimum qualification, licensure, and special requirements, staff worked in consultation with the Recruitment and Certification Section. This Fiscal Year, the Section completed the revision of 22 class specifications, and many more revisions were in process when the year ended.

The Lean process and Classifications: In April, Classification staff attended a refresher course on the Lean process given by the Bureau of Education and Training. The Section has continued to reduce or eliminate internal processes which are redundant or no longer useful. During the refresher, staff worked on reducing the number of steps needed to log in the many requests that are received. Through consolidating two separate forms into one, three steps were eliminated from the process, saving time and unnecessary effort. Staff has continued to work on their internal work process flows to increase efficiency.

NH First – HR Module: This year, an increasing amount of the staff’s work time was dedicated to attending meetings to provide valuable input in regards to NH First development and testing, especially regarding position-related functions in the system.

Position Activity

New Positions Established: During Fiscal Year 2012, a total of 208 full-time temporary, part-time temporary, and seasonal positions were established in 17 different agencies, compared with the establishment of 233 such positions in 24 different agencies in Fiscal Year 2011. Some of the decrease is attributable to the departure of the Community College System of NH from the state classified system. This year, the vast majority of the positions established, totaling 198, were part-time temporary. This exceeds the Fiscal Year 2011 total of 180 part-time temporary positions established, which was an increase of 81 over the previous year. Therefore, the trend of increase in requests for part-time positions continues, although at a slower rate.

The largest numbers of part-time positions were established in the following agencies: Department of Safety (45 positions); Liquor Commission (33 positions); Department of Resources and Economic Development (25 positions); Department of Administrative Services (25 positions); Department of Transportation (25 positions); and Department of Health and Human Services (22 positions).

Position Reviews: During this Fiscal Year, 688 positions were reviewed for reclassification, establishment or transfer by the Classification Section, as compared with 878 positions reviewed in Fiscal Year 2011, and so the total number of reviews decreased by 190 as compared to last Fiscal Year. (Again, the departure of the Community Technical College System is one of the factors which impacted these totals.) The decrease is a change, in that over the past three years, the number of positions reviewed has increased. The most dramatic increase was from Fiscal Year 2009 to Fiscal Year 2010, and then there was less of an increase from Fiscal Year 2010 to Fiscal Year 2011.

Of the total of 688 reviews this Fiscal Year, 181 of the existing positions which were reclassified went up in salary grade, and 39 went down in grade. Two (2) positions saw no change and stayed at the same grade. These ratios are similar to last year's. The agencies with the highest numbers of position reclassification reviews for Fiscal Year 2012 were: Department of Health and Human Services (40 reviews); Department of Transportation (39 reviews); Liquor Commission (33 reviews); Department of Corrections (21 reviews); and Department of Information Technology (21 reviews).

The following chart summarizes the number of positions reviewed and the number of positions established in Fiscal Year 2012 in relation to the total number of positions in the State Classified System.

	Total Positions Reviewed	Temporary Positions Established		
Number Reviewed or Established	688	Full Time 9	Part Time 198	Seas. 1
Percentage of Total Classified Permanent Full-Time Positions	6.67%	.087%	1.92%	.010%

Position Requests Withdrawn: There were 24 position requests that were sent to the Division of Personnel in Fiscal Year 2012 which were subsequently withdrawn by the requesting agency. These included: 2 requests to establish positions; 13 requests to reclassify filled and vacant positions; 2 requests to temporarily upgrade positions; and 7 requests to transfer positions.

Agency Reorganizations: This Fiscal Year, the Section continued to play an active role in reviewing and confirming proposed changes to agency organizational charts, and providing guidance to agencies concerning the potential impact of those changes. A total of 207 position transfer requests were reviewed and approved this year, down from the total of 293 transfer requests last year; however, the total of 207 still shows an increase over the total number of transfers for Fiscal Year 2010 (165). In addition, this year the Classifications Section sought to more closely track positions reviewed as a result of agency reorganizations. These are positions which, while not being transferred out of their divisions or bureaus, were impacted by changes in supervisor or subordinate due to internal reorganization. Reorganizations can impact the classification of positions, and are reviewed by Classifications staff in the same way that position transfers are. In total, there were 38 positions reviewed due to reorganization in Fiscal Year 2012.

7-D Process: This Fiscal Year was the first year of the 7-D process, in which the Section receives, tracks, reviews, and distributes requests from agencies to establish new full-time permanent positions and to convert existing full-time temporary positions to permanent position numbers. The Section continued to receive fewer requests for positions as compared with the 7-D processes of past biennia. This year, a total of 153 requests were received. Next Fiscal Year will be the second year in the process, in which the Section assigns position numbers in coordination with the Department of Administrative Services Budget office and finalizes the SJDs of the new permanent positions and position conversions that have been approved by the Legislature.

**CLASSIFIED POSITIONS REVIEWED
JULY 1, 2011 – JUNE 30, 2012**

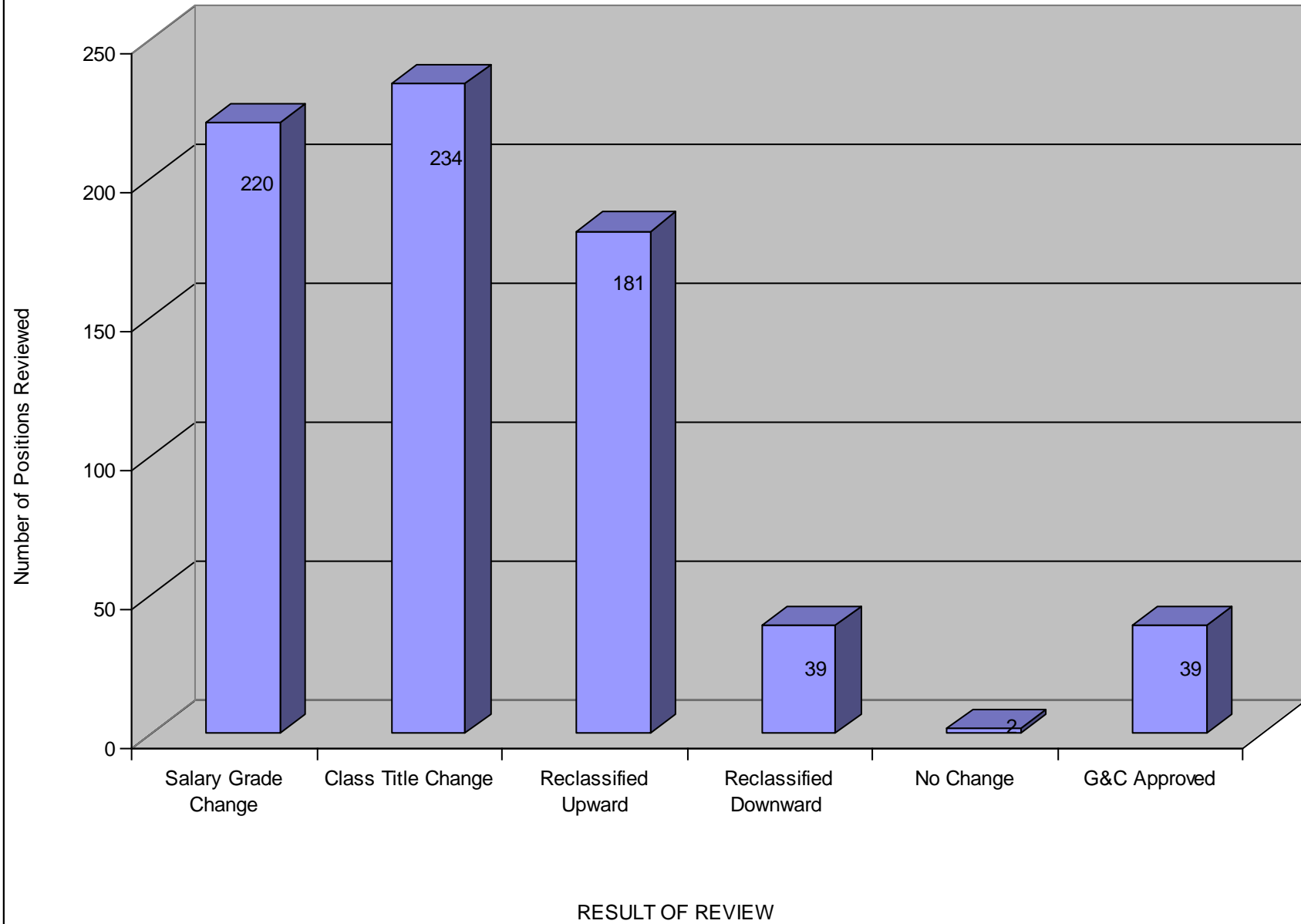
<u>DEPARTMENT</u>	<u># PERM POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>REC UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&C APPRVL</u>
Adjutant General	143	3	3	2	1	0	2
Administrative Services							
Budget Office	14	1	1	1	0	0	0
Bureau of Accounting	15	0	0	0	0	0	0
Bureau of General Services	64	0	0	0	0	0	0
Bureau of Planning & Mgmt.	3	0	0	0	0	0	0
Business Office	6	0	0	0	0	0	0
Commissioner's Office	3	0	0	0	0	0	0
Cost Containment	9	0	0	0	0	0	0
Court Facilities	25	0	0	0	0	0	0
Division of Personnel	18	0	0	0	0	0	0
Facilities Asset Management	26	0	0	0	0	0	0
Financial Data Mgmt.	26	2	2	2	0	0	1
Graphic Services	22	0	0	0	0	0	0
Plant & Property Mgmt.	22	0	0	0	0	0	0
Public Works, Design & Contracts	29	0	0	0	0	0	0
Purchase & Property Warehouse	0	0	0	0	0	0	0
Risk Management	10	0	0	0	0	0	0
Surplus Distribution	9	0	0	0	0	0	0
ARRA Admin Serv	0	0	0	0	0	0	0
Agriculture	30	0	0	0	0	0	0
Allied Health Professionals	2	0	0	0	0	0	0
Bank Commission	53	2	2	2	0	0	0
Barber's & Cosmetology Board	5	0	0	0	0	0	0
Board of Land & Tax Appeals	5	0	0	0	0	0	0
Board of Medicine	6	0	0	0	0	0	0
Chiropractic Examiners	1	0	0	0	0	0	0
Commission of Status of Women	0	0	0	0	0	0	0
Community Development Authority	0	0	0	0	0	0	0
Corrections	888	20	20	14	6	1	2

<u>DEPARTMENT</u>	<u># PERM POS.</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&C APPRVL</u>
Cultural Resources							
Div. Of Historic Resources	11	0	0	0	0	0	0
Division of Arts	6	1	1	1	0	0	0
State Library	42	0	0	0	0	0	0
ARRA Cul Res	0	0	0	0	0	0	0
Dental Board	2	0	0	0	0	0	0
Developmental Disabilities Council	3	0	0	0	0	0	0
Education	300	2	3	1	1	0	0
Employment Security	382	6	6	5	1	0	2
Environmental Services							
Air Resources	70	0	0	0	0	0	0
Environmental Services	62	0	0	0	0	0	0
Waste Management	69	5	6	5	0	0	0
Water Pollution	270	0	0	0	0	0	0
Water Resources	0	2	2	2	0	0	0
ARRA Environmental Serv.	0	0	0	0	0	0	0
Executive Branch							
Gov's Comm on Disability	4	0	0	0	0	0	0
Office of Energy & Planning	11	0	0	0	0	0	0
Energy Service	0	0	0	0	0	0	0
Executive Council	0	0	0	0	0	0	0
Off. Of Information Tech.	0	0	0	0	0	0	0
ARRA Executive Office	0	0	0	0	0	0	0
Fish & Game	188	2	2	1	1	0	0
Health & Human Services	2,809	39	45	28	11	1	18
Highway Safety	5	0	0	0	0	0	0
Human Rights Commission	6	0	0	0	0	0	0
Insurance	66	1	1	1	0	0	0
Joint Board	8	2	3	1	1	0	0
Judicial Council	2	0	0	0	0	0	0
Justice Department	57	0	0	0	0	0	0
Labor	91	0	1	0	0	0	0
Liquor Commission	299	33	33	28	5	0	2
Massage Therapy Advisory Board	1	0	0	0	0	0	0

<u>DEPARTMENT</u>	<u># PERM POS</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&C APPRVL</u>
Mental Health Practice Board	2	0	0	0	0	0	0
Nurses Registration	11	1	0	1	0	0	0
Department of Information Technology	370	21	22	21	0	0	1
Racing and Charitable Gaming Commission	16	0	0	0	0	0	0
Pease Development Authority	6	0	0	0	0	0	0
Pharmacy Board	5	0	0	0	0	0	0
Planetarium (Christa McAuliffe)	13	0	0	0	0	0	0
Police Standards & Training	23	5	5	5	0	0	0
Public Employees Labor Rel. Bd	4	0	0	0	0	0	0
Public Utilities Commission	70	1	1	0	1	0	0
Real Estate Commission	7	0	0	0	0	0	0
Resources & Economic Development	230	10	9	8	2	0	1
Revenue Administration	127	1	1	0	1	0	0
Safety	1,079	13	15	11	2	0	4
Secretary of State							
Div. Of Records & Archives	0	0	0	0	0	0	0
Secretary of State	38	0	0	0	0	0	0
Securities Regulation	8	0	0	0	0	0	0
Lottery Commission	45	1	1	1	0	0	1
Transportation							
Dept. of Transportation	0	0	0	0	0	0	0
District 1	134	0	0	0	0	0	0
District 2	109	2	2	2	0	0	2
District 3	116	0	2	0	0	0	1
District 4	87	0	0	0	0	0	0
District 5	137	14	14	13	1	0	0
District 6	96	0	0	0	0	0	0
Commissioner's Office	21	2	2	2	0	0	0
Fuel Distribution	7	0	0	0	0	0	0
Budget & Finance	37	0	0	0	0	0	0
Human Resources	11	0	0	0	0	0	0
Environment	17	0	0	0	0	0	0
Bridge Design	33	0	0	0	0	0	0
Bridge Maintenance	95	0	0	0	0	0	0

<u>DEPARTMENT</u>	<u># PERM POS</u>	<u>SG CHG</u>	<u>TITLE CHG</u>	<u>RECL UP</u>	<u>RECL DOWN</u>	<u>NO CHG</u>	<u>G&C APPRVL</u>
Construction	103	0	0	0	0	0	0
Highway Design	123	0	0	0	0	0	0
Mechanical Div. - Swanzey	81	0	0	0	0	0	0
Materials & Research	54	0	0	0	0	0	0
Planning & System Development	28	0	0	0	0	0	0
Right of Way	34	0	0	0	0	0	0
Traffic	101	0	0	0	0	0	0
Maintenance	11	0	0	0	0	0	0
Aeronautics	5	0	0	0	0	0	0
Railroads	10	0	0	0	0	0	0
Turnpikes	221	0	0	0	0	0	0
Project Development	0	23	23	18	5	0	2
ARRA STIMULUS- DOT	0	0	0	0	0	0	0
Treasury	17	2	2	2	0	0	0
Veterans' Council	5	0	0	0	0	0	0
Veterans' Home	367	3	4	3	0	0	0
Board of Veterinary Medicine	1	0	0	0	0	0	0
TOTALS	10,313	220	234	181	39	2	39

CLASSIFICATION CHANGES BASED ON REVIEWS JULY 1, 2011 - JUNE 30, 2012



**POSITIONS RECLASSIFIED - APPROVED BY GOVERNOR & COUNCIL – OUT OF CLASS SERIES
JULY 1, 2011 - JUNE 30, 2012**

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>G&C APPVL</u>
ADJUTANT GENERAL	BLDGS & GROUNDS UTILITY PERSON	08 MAINTENANCE MECHANIC II	12 03/28/2012
	PROGRAM SPECIALIST II	21 ARCHITECT	27 04/18/2012
TOTAL	2		
ADMINISTRATIVE SERVICES	PURCHASING AGENT	24 ADMINISTRATOR III	29 04/18/2012
TOTAL	1		
CORRECTIONS	CORREC COUNSELOR/CASE MGR	20 SUPERVISOR II	21 02/08/2012
	CLINICAL MH COUNSELOR	21 PSYCHIATRIC SOCIAL WORKER	23 05/09/2012
TOTAL	2		
DEPT. OF INFORMATION TECHNOLOGY	SYSTEMS DEVELOPMENT SPEC VI	30 INFORMATION TECHNOLOGY MGR III	31 02/10/2012
TOTAL	1		
EMPLOYMENT SECURITY	CERTIFYING OFFICER I	16 PROGRAM SPECIALIST II	21 03/09/2012
	CERTIFYING OFFICER III	20 PROGRAM SPECIALIST II	21 03/09/2012
TOTAL	2		
HEALTH & HUMAN SERVICES	PROGRAM SPECIALIST II	21 FAMILY SERVICES SPECIALIST TR	13 07/13/2011
	LICENSING & EVALUATION COORD	20 PROGRAM ASSISTANT II	15 08/10/2011
	PROGRAM SPECIALIST III	23 PUBLIC HEALTH PROGRAM MANAGER	26 09/14/2011
	JUV PROB & PAROLE OFF IV	24 SUPERVISOR IV	25 11/30/2011
	ACCOUNTING TECHNICIAN	12 FAMILY SERVICES SPECIALIST TR	13 01/11/2012
	REIMBURSEMENT SPECIALIST	18 ACCOUNTANT II	18 01/25/2012
	YOUTH COUNSELOR III	16 SUPERVISOR III	23 01/25/2012
	SUPERVISOR IV	25 INTERNAL AUDITOR III	23 02/08/2012
	RADIATION HEALTH PHYSICIST II	23 PROGRAMS INFORMATION OFFICER	23 03/28/2012
	ENVIRONMENTALIST III	23 PUBLIC HEALTH PROGRAM MANAGER	26 04/18/2012
	SUPERVISOR IV	25 LICENSING & EVAL COORD	20 04/18/2012
	PAYROLL OFFICER I	14 SENIOR HUMAN RESOURCES TECH	19 04/18/2012
	BUSINESS ADMINISTRATOR II	24 ADMINISTRATOR III	31 05/09/2012
	EMPLOYMENT COUNSELOR SPEC	19 SUPERVISOR VII	28 06/15/2012
	EMPLOYMENT COUNSELOR SPEC	19 TRAINING COORDINATOR	21 06/29/2012
TOTAL	18		

<u>DEPARTMENT</u>	<u>FROM (TITLE & SALARY GRADE)</u>	<u>TO (TITLE & SALARY GRADE)</u>	<u>G&C APPVL</u>
LIQUOR COMMISSION	PRODUCT MARKETING MANAGER	30 ADMINISTRATOR II	29 05/09/2012
	WAREHOUSEMAN	10 RETAIL STORE CLERK II	12 06/20/2012
	TOTAL 2		
LOTTERY COMMISSION	ACCOUNTING TECHNICIAN	12 STATISTICIAN I	16 05/18/2012
	TOTAL 1		
RESOURCES & ECON DEVEL	INFORMATION CTR ATTENDANT II	08 SUPERVISOR I	19 03/28/2012
	TOTAL 1		
SAFETY	SYSTEMS DEVELOPMENT SPEC IV	26 ADMINISTRATOR II	29 08/10/2011
	EXECUTIVE SECRETARY	11 CASH TERMINAL OPERATOR I	11 02/08/2012
	EXECUTIVE SECRETARY	11 ADMINISTRATIVE SUPERVISOR	17 03/23/2012
	ENGINEERING TECHNICIAN V	22 ADMINISTRATOR IV	33 04/18/2012
	TOTAL 4		
TRANSPORTATION	REPRODUCING EQUIP OPER I	08 PROGRAM SPECIALIST I	19 07/13/2011
	OFFSET PRESS OPERATOR III	14 ACCOUNTANT IV	23 07/13/2011
	EARTH SCIENTIST II	22 ENGINEERING TECHNICIAN III	16 02/29/2012
	RAILROAD PLANNER	24 ENGINEERING TECHNICIAN V	22 03/28/2012
	PROGRAM SPECIALIST II	21 TRAINING COORDINATOR	21 05/09/2012
	TOTAL 5		
TOTAL POSITIONS G&C APPROVED FOR OUT OF CLASS SERIES: 39			

REQUESTS FOR TEMPORARY POSITIONS

JULY 1, 2011 - JUNE 30, 2012

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
Administrative Services	Accounting Technician	12	PT
	Administrative Secretary	14	PT
	Building Service Worker III	08	PT
	Clerk of the Works II	24	PT
	Human Resources Assistant III (2)	10	PT
	Legal Aide	15	PT
	Maintenance Mechanic II (2)	12	PT
	Program Assistant I (5)	12	PT
	Program Assistant II	15	PT
	Public Works Project Manager III (5)	27	PT
	Security Officer I	12	PT
	T/I College Professor	25	PT
Agriculture	Weights & Measures Metrologist	18	PT
	Administrative Secretary	14	PT
Board of Tax & Land			
Appeals	Accounting Technician	12	PT
Corrections	Corrections Officer (3)	14	FT
	Supervisor II	21	FT
	Supervisor III	23	FT
Dept. of Information			
Technology	Technical Support Specialist V	29	FT
	Business Sysems Analyst II	30	PT
DRED	Land Surveyor/Mapper	26	FT
	Accounting Technician	12	PT
	Information Center Attendant I (11)	06	PT
	Information Center Attendant II (5)	08	PT
	Maintenance Assistant	10	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	<u>APPVD LG</u>	<u>FULL/TIME PART/TIME SEASONAL</u>
DRED, continued	Maintenance Mechanic II	12	PT
	Park Manager III	15	S
	Program Assistant I	12	PT
	Program Specialist II (3)	21	PT
	Program Specialist IV (2)	25	PT
Education	Grants Program Coordinator	23	FT
Employment Security	Attorney II	28	PT
	Data Control Clerk II (3)	10	PT
Environmental Services	Human Assistant II	12	PT
	Program Assistant I	12	PT
	Program Specialist I	19	PT
	Environmental Technician II	12	PT
	Clerk III	08	PT
	Program Specialist IV	25	PT
Fish and Game	Automotive Service Technician	10	PT
	Fish & Game Radio Dispatcher (3)	13	PT
	Program Assistant I (3)	12	PT
Health & Human Services	Case Technician Tr-I	14	PT
	Program Planner II	21	PT
	Quality Control Reviewer (2)	20	PT
	Substance Abuse Counselor	18	PT
	Technical Support Specialist II	21	PT
	Youth Counselor I (5)	11	PT
	Youth Counselor III (10)	16	PT
Insurance	Grants & Contracts Technician	15	PT
	Insurance Claim Representative	22	PT
	Insurance Company Examiner III	32	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	FULL/TIME	
		APPVD	PART/TIME
		<u>LG</u>	<u>SEASONAL</u>
Labor	Accounting Technician	12	PT
Liquor	Carpenter II	14	PT
	Grants Program Coordinator	23	FT
	Grounds Foreman	10	PT
	Hearings Officer	26	PT
	Liquor Investigator I (25)	18	PT
	Payroll Officer I	14	PT
	Secretary II (2)	09	PT
	Training Coordinator (2)	21	PT
McCauliffe-Shepard	Cashier/Clerk	08	PT
	Technical Support Specialist II	21	PT
Safety	Accounting Technician	12	PT
	Administrator III	31	PT
	Administrator IV	33	PT
	Business Administrator I	21	PT
	Business Systems Analyst I	28	PT
	Cash Terminal Operator I (14)	11	PT
	Police Communications Specialist I (5)	11	PT
	Police Communications Specialist II (10)	16	PT
	Program Assistant II	15	PT
	Program Assistant III (2)	17	PT
	Program Specialist IV	25	PT
	Telecommunications Specialist I (5)	16	PT
	Telecommunications Technician II (2)	19	PT
Transportation	Accounting Technician	12	PT
	Bridge Construction Foreman	18	PT
	Civil Engineer I (2)	18	PT
	Civil Engineer II (2)	27	PT
	Engineering Technician II	13	PT

<u>AGENCY</u>	<u>APPROVED CLASSIFICATIONS</u>	APPVD	FULL/TIME PART/TIME <u>SEASONAL</u>
Transportation, continued	Highway Maintainer III (10)	12	PT
	Transportation Management Com Spec I (5)	12	PT
Total Full-Time Temporary	9		
Total Part-Time	198		
Total Seasonal	1		

BUREAU OF EMPLOYEE RELATIONS

The Bureau of Employee Relations is responsible for administering all collective bargaining agreements with classified employees and for providing professional support and assistance to the Governor in the conduct of negotiations with representatives of classified employees.

COLLECTIVE BARGAINING

The following three unions represent state employees:

- **State Employees Association (SEA)**

The State Employees' Association of New Hampshire Inc.-SEIU Local 1984 is the exclusive bargaining representative of the majority of classified employees in the state system, a group of approximately 10,000 employees. Certified bargaining units represented by State Employees' Association currently include the following:

- Adjutant General Department
- Administrative Services Department
- Agriculture Department
- Banking Department
- Corrections Department (*except Probation Parole Officers I-III and Corrections Officer - Corporal*)
- Cultural Resources Department
- Education Department
- Employment Security
- Environmental Services Department
- Fish and Game Department (*except all Conservation Officers*)
- Health and Human Services Department
- Human Rights, Commission for
- Information Technology Department
- Insurance Department
- Labor Department
- Liquor Commission (*except Liquor Investigators and Liquor Investigator Sergeant*)
- Nursing Board
- Postsecondary Education Commission
- Racing and Charitable Gaming Commission
- Resources and Economic Development Department
- Revenue Department
- Safety Department (*except State Police Trooper I – State Police Sgt II*)
- Sweepstakes Commission
- Supervisory Unit
- Transportation Department
- Treasury Department
- Veterans Home

- **NH Troopers Association (NHTA)**

The sworn non-commissioned employees of the Division of State Police have been represented by the New Hampshire Troopers Association since 1997. This one bargaining unit includes the State Police Troopers and State Police Sergeants (State Police command staff are represented by the SEA).

- **New England Police Benevolent Association (NEPBA)**

Beginning in October, 2006 additional law enforcement groups represented by the SEA filed certification petitions and voted to be represented by a new union, the New England Police Benevolent Association. Certified bargaining units represented by the NEPBA currently include the following:

NH Fish and Game Conservation Officers, Local 40
NH Fish and Game Supervisory Officers, Local 45
Corrections Officers, Local 250 (*Supervisory Corrections Officers are represented by SEA*)
Liquor Investigators, Local 260 (*Supervisory Liquor Investigators are represented by SEA*)
Probation Parole Officers, Local 265
Probation Parole Officer Supervisors, Local 270

MASTER NEGOTIATIONS

New Collective Bargaining Agreements between the State and the following unions representing state employees became effective for the two year period beginning July 1, 2011 through June 30, 2013:

- State Employees Association (SEA)
- New England Police Benevolent Association (NEPBA Locals; 40, 45, 250, 260, 265, and 270)
- NH Troopers Association

CHANGES TO 2011-2013 CBA BETWEEN STATE AND ITS' UNIONS

The complete text of the current Collective Bargaining Agreements with the State Employees Association, the NH Troopers Association and the New England Police Benevolent Association can be found on the Division of Personnel website under Labor Relations, at the following link: <http://admin.state.nh.us/hr/sea.html>

STATE BENEFITS

The Department of Administrative Services, through a collaboration between the Bureau of Employee Relations and the Risk Management Unit, administers the State Employee and Retiree Health Benefit Program. The Program consists of health and dental coverage, and, life insurance and flexible spending benefits for all classified, unclassified and non-classified employees of the executive branch, legislative employees, judicial employees, and retired employees.

Medical and Prescription Drug Administration:

On October 17, 2007, the Governor and Executive Council authorized an agreement with Anthem Blue Cross and Blue Shield of New Hampshire to administer medical benefits for active state employees, retirees, and eligible dependents. This contract was extended for two additional years and will expire on December 31, 2012.

On May 22, 2007, the Governor and Executive Council authorized an agreement with Local Government Center, HealthTrust, LLC and its PBM partner, CVS/Caremark, to administer a pharmacy benefit including retail, home delivery, and specialty drug pharmacy services for active state employees, retirees and their families. The Department conducted a PBM procurement last year, and LGC/Caremark was the successful bidder. The contract will expire on December 31, 2013.

Total health expenditures for the FY 2012 reporting period were:

\$168,245,846 (Active only)
\$ 73,518,588 (Retiree only)
\$241,764,434 TOTAL

Dental Administration :

On June 7, 2010, the Governor and Executive Council authorized an agreement with Northeast Delta Dental to administer dental benefits for eligible State employees and their dependents. The dental benefit plan provides 100% coverage for preventive procedures, 80% coverage for basic restorative procedures and 50% coverage, with a \$25.00 deductible, for major procedures. The dental plan also provides an orthodontic benefit, limited to dependent children and eligible students, with a \$1,200 lifetime maximum. This contract will expire December 31, 2014.

Dental expenditures for the FY 2012 reporting period were: \$10,694,629

Life Insurance:

On November 8, 2010, the Governor and Executive Council authorized an agreement with Anthem Life Insurance Company to provide the \$20,000 State-paid basic term life policy for all full-time employees. The plan also offers nine (9) additional employee plans of which two (2) provide coverage for dependent children and five (5) additional plans for spouses. These additional plan options are paid by the electing employee with no additional cost to the State. This contract will expire December 31, 2015.

Premiums for the FY 2012 reporting period were: \$112,663

Flexible Spending Program:

On October 4, 2011, the Governor and Executive Council authorized an agreement with Employee Benefits Management, Inc. to provide a medical and dependent care flexible spending program for State employees.

The flexible spending program provides an opportunity for employees to set aside income on a pre-tax basis to cover expenses for dependent care or for medical expenses which are not reimbursed by other State benefit plans. The State pays an administrative fee per employee per month plus a

charge per debit card. This fee is offset by the FICA savings. This contract will expire December 31, 2014.

Salary reductions for the FY 2012 reporting period were: \$2,634,876

FICA savings for the reporting period were: \$201,568

NEW ENGLAND POLICE BENEVOLENT ASSOCIATION SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2012

Requesting Association	Requests Submitted	Requests Approved	Days of Leave Approved
Corrections Officers and Corrections Corporals Union, Local 250	9	8	173

STATE EMPLOYEE'S ASSOCIATION SUPPLEMENTAL SICK LEAVE PLAN

Fiscal Year 2012

Requesting Agency	Requests Submitted	Requests Approved	Days of Leave Approved
Adjutant General	1	0	0
Administrative Services Department	6	4	39
Banking	2	2	60
Corrections Department	20	14	316
Cultural Resources	2	2	25
Education Department	16	11	125
Employment Security	22	13	322
Environmental Services Department	7	6	129
Fish and Game	3	1	21
Health and Human Services	152	110	1966
Insurance Department	2	2	15
Labor Department	7	3	108
Liquor Commission	9	6	74
Office of Information Technology (OIT)	3	2	17
Resources and Economic Development	10	7	177
Revenue Administration Department	3	1	15
Safety Department	51	32	569
Transportation Department	29	25	545
Veterans' Home	22	18	452
Totals (NEPBA and SEA)	376	267	5148

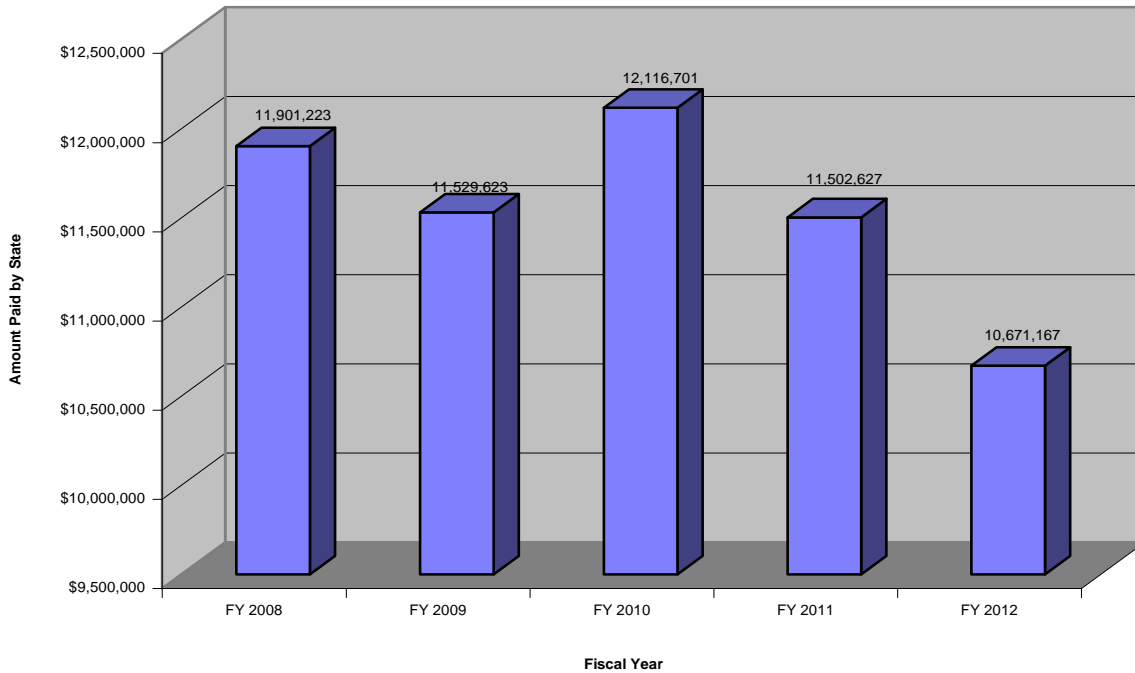
Total requests = 376

Total approved = 267 requests or 71%

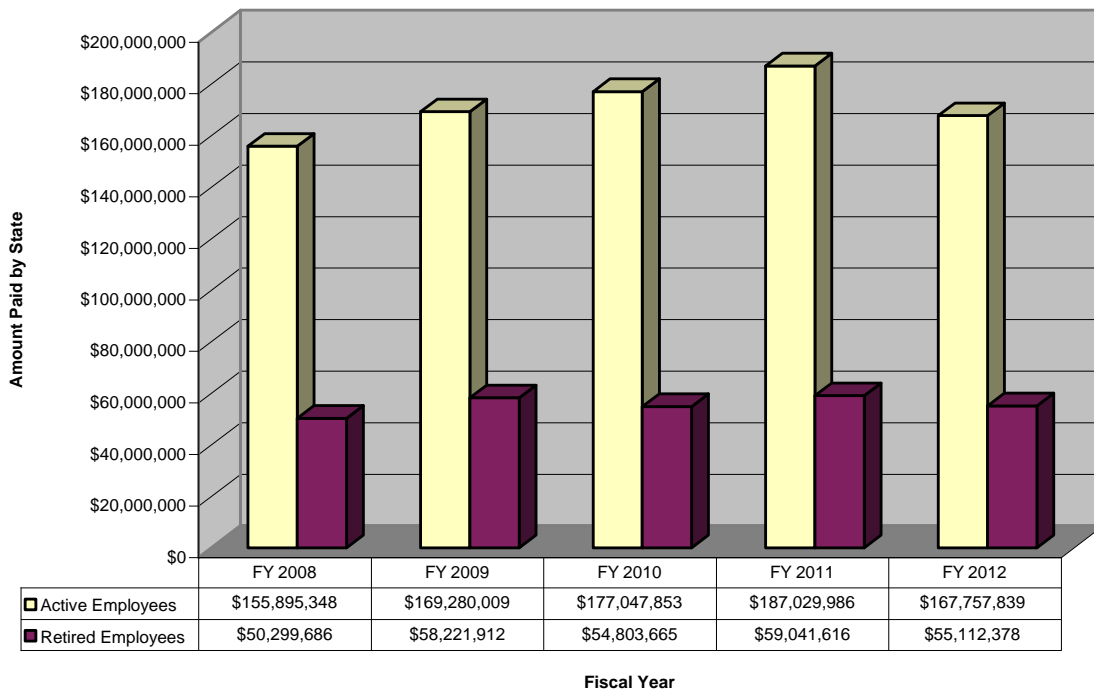
Average days approved per requesting employee = 14 days

COST OF STATE HEALTH BENEFIT PLANS 5 Year History

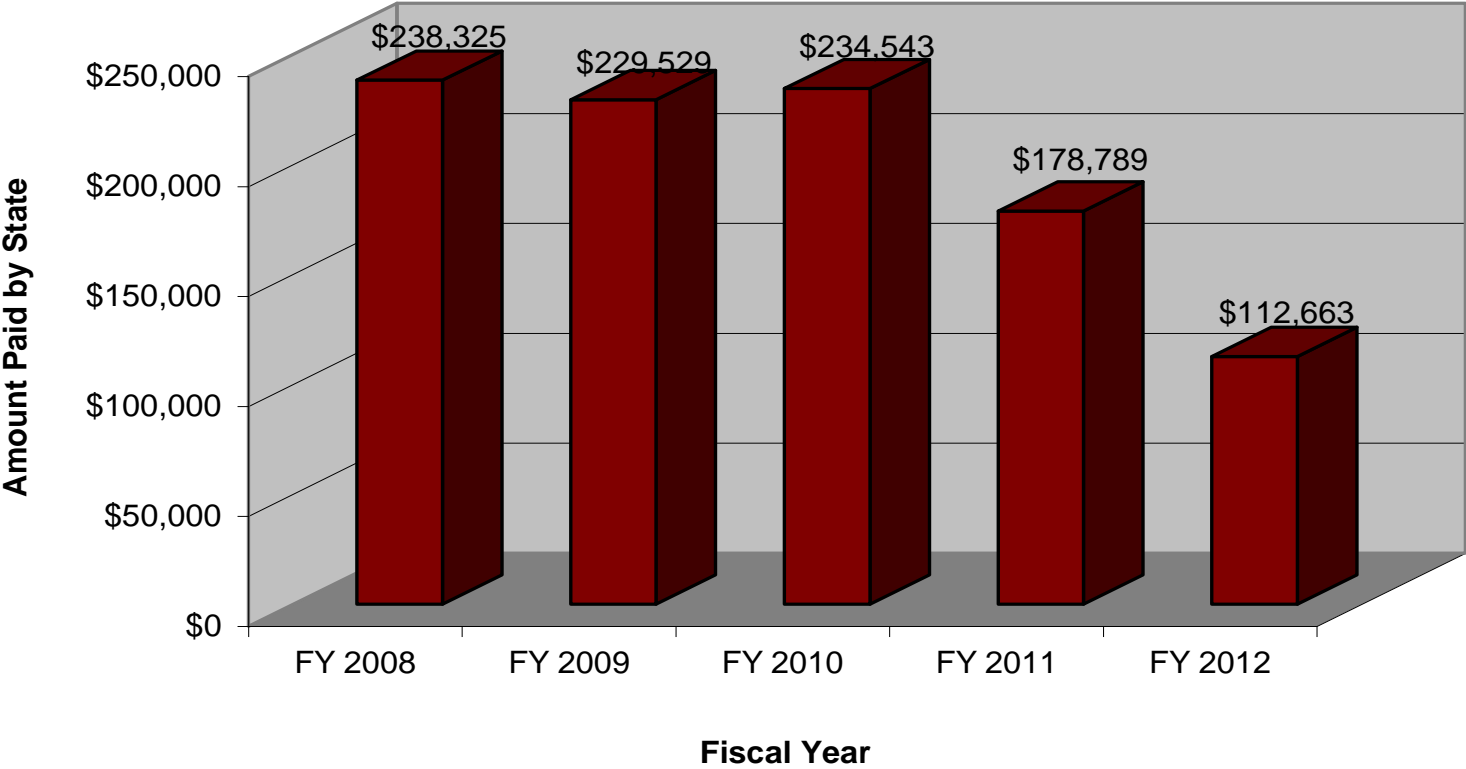
Cost of Dental Plan



Cost of Medical Benefit Plan

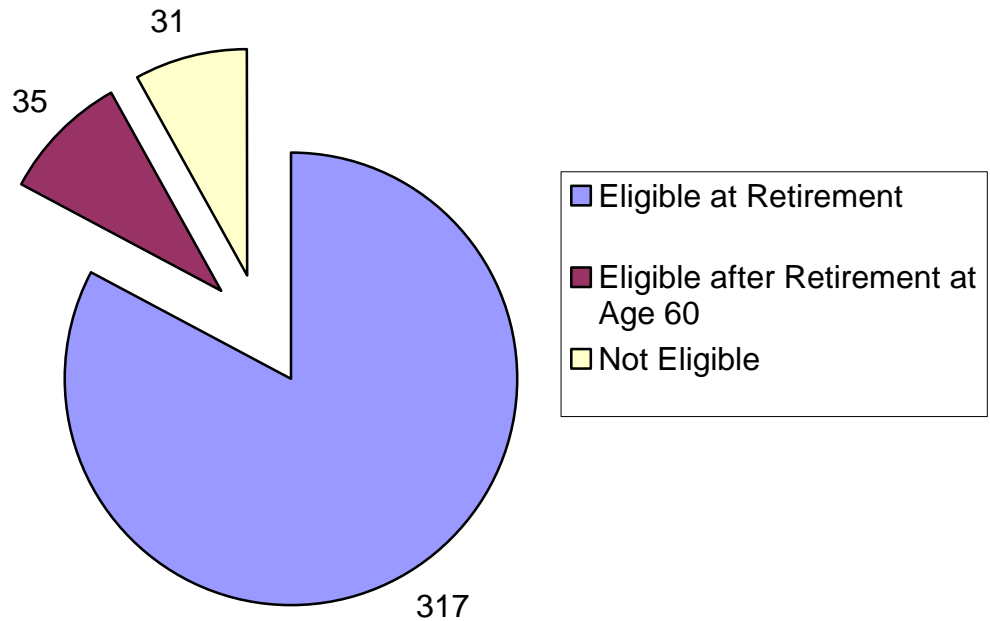


Cost of State-Paid Life Insurance
Five Year History

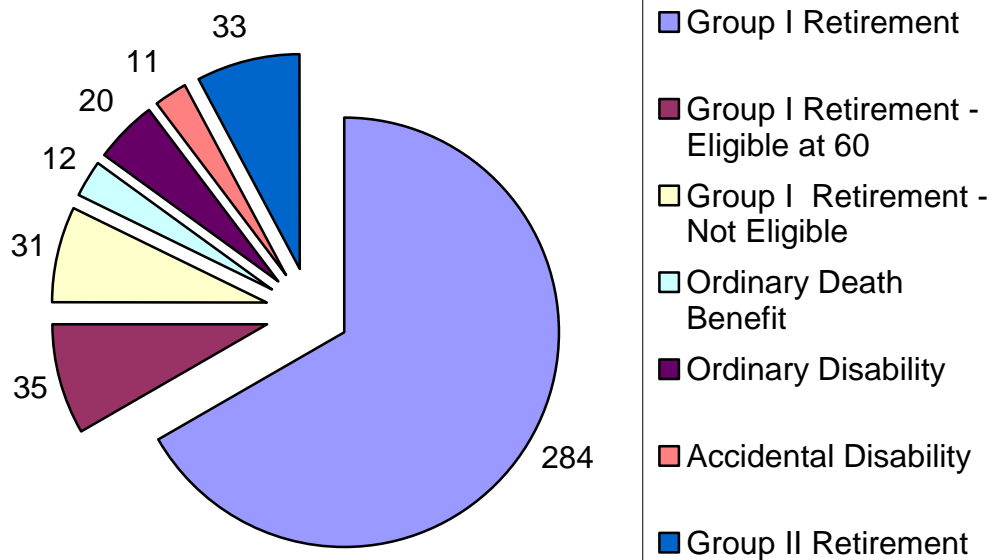


Eligibility for Retiree Health Benefit Fiscal Year 2012

Number of Retirees Eligible



Eligibility by Type of Retirement



Bureau of Education and Training

Mission Statement

The mission of the Division of Personnel, Bureau of Education and Training (BET), is to provide quality education, training, and resource services to enhance the skills, knowledge, and abilities of government employees who provide services to the citizens of New Hampshire. To fulfill this mission, the Bureau is committed to the following guiding principles:

- Providing quality training using skilled and knowledgeable trainers, facilitators, and teachers.
- Providing a variety of training opportunities and techniques to accommodate the individual needs of adult learners.
- Providing training resources and consulting services to state agencies.
- Providing training specified by RSA 21-I: 42.

Fiscal Year 2012 Accomplishments

Operational Improvements

The Bureau now publishes an on-line catalog that allows the Bureau to create new classes and advertise them in a timely fashion. The Bureau uses e-mail distribution lists to send reminders and announcements of upcoming classes and special events.

While continuing to offer the Certified Public Supervisor, Certified Public Manager, Human Resource Certificate, Continuous Improvement Practitioner programs and numerous open enrollment courses, BET expanded its organizational development services in Fiscal Year 2012, particularly in the areas of Strategic Planning and Lean Process Improvement Techniques.

Summary of Key Programs

Organizational Development Activities

The Bureau continued to assist state organizations with strategic planning and team building and Lean Process Improvement efforts by providing facilitation and consultation services.

- The Bureau uses a consultative approach, wherein assessments of the organization's specific organizational development needs are conducted and appropriate programs are then prescribed. Customized programs in workforce development, evaluation, motivation, and other topics are available upon request.
- The Bureau now provides an instructor/facilitator for on-site Lean process improvement projects. Agencies or municipalities contact BET to make arrangements to work with local project teams, typically for 4 half-days.

Human Resource Certificate Program

Established to provide uniform HR Training for all governmental organizations, the program offers training for public sector HR administrators and assistants, payroll personnel, supervisors, and others with human resource responsibilities. The certificate program consists of courses covering a range of subject areas. In FY 2012, there were 13 graduates from the HR program.

Continuous Improvement Practitioner (CIP) Certificate Program

In FY 2010, the Bureau established a training program to certify Lean process improvement practitioners. In FY 2012, 14 new Continuous Improvement Practitioners (CIPs) graduated, increasing the number of agencies/municipalities with internal Lean expertise, as well as the number of overall number of practitioners. BET maintains an e-list of CIPs to facilitate their on-going participation in the NH Lean Network, and the potential for inter-agency exchanges of certified facilitators.

New Hampshire Certified Public Manager Program

Since FY 1996, the Bureau has offered a Certified Public Manager Program (CPMP) for New Hampshire's state, county, municipal and school district employees. The aim of the NHCPMP is to standardize and professionalize public management. The program uses a system of competency-based training that measure and then develops participants' professional competencies in the field of public management.

- The Level I program is available to supervisors and individuals planning to enter supervision. The Level I program takes one year to complete. It requires approximately 150 hours of core course work. With successful completion of the program, participants earn the designation of Certified Public Supervisor (CPS).
- The Level II program is available to supervisors and managers who have successfully completed Level I. Level II requires an additional 120 hours of core course work, as well as participation in a team project of about 60 to 100 hours. Those who complete the program are awarded the Certified Public Manager® (CPM) designation which is a registered service mark of the National Certified Public Manager Consortium. The Certified Public Manager® program is nationally accredited.
- In Fiscal Year 2012, there were 49 participants in the Level I program and 46 who participated in Level II.
- Both the CPS and CPM designations are viewed as professional, rather than academic, credentials; however the course work is recognized by a number of colleges and universities:

College Credit Agreements

The BET has agreements with the following NH colleges and universities to grant college credit for completion of the Certified Public Supervisor and the Certified Public Manager programs.

College or University	Undergraduate Credit	Graduate Credit
University of NH	NA	6 credits toward a Master's in Public Administration for CPM graduates
Franklin Pierce University	NA	3 credits toward an MBA for CPS graduates and 9 credits toward an MBA for CPM graduates
New England College	NA	8 credits in four different Masters Programs for CPS graduates. 12 credits in those same programs for CPM graduates (Total 12 credits)
Springfield College, School of Human Services (Manchester NH and St. Johnsbury VT campuses)	8 credits towards a Bachelor's degree for CPS graduates. 17 credits for CPM graduates. (Total 17 credits)	
Granite State College	7 credits towards a Bachelor's degree for CPS graduates	
NHTI	10 credits toward an Associate's degree for graduates of either CPS or CPM	